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LOCKSMITH LEDGER International

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STATE OF THE INDUSTRY 2024

- Locksmiths Weigh in on Industry Trends
- Key Blanks That Get Noticed
- What's Inside a Deadlatch?

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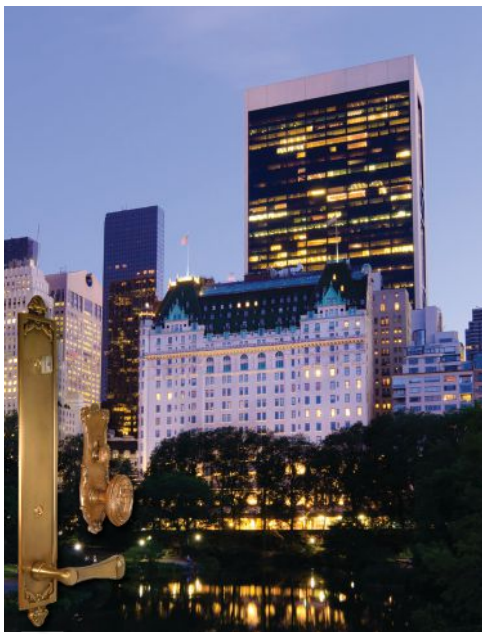

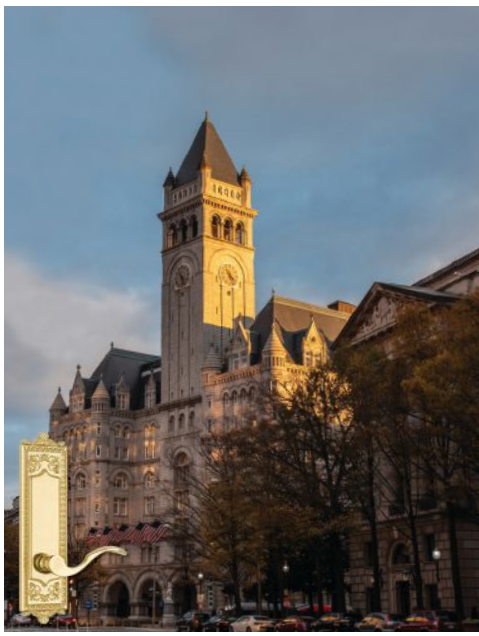

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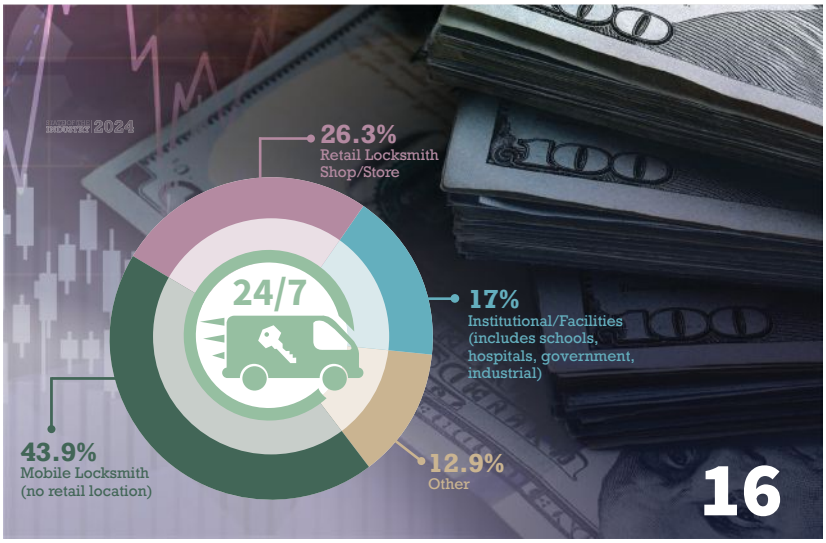

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Installation Focus

In our May issue, Wayne Winton installed Arrow's new cylindrical indicator lock. Watch an extended version of the installation video at **www.locksmithledger.com/55021392**. Check out our two-part series on large-scale Schlage AD-400 installation online at **www.locksmithledger.com/53056156** and **www.locksmithledger.com/53058914**. In August, we installed a Lockly Guard standalone electronic access control on a narrow stile aluminum glass door. Read the article watch the video at **www.locksmithledger.com/53064317**.

Legends of the Lock Industry

In our July issue, Locksmith Ledger highlighted the inaugural recipients of our new Gale Johnson Legends of the Lock Industry awards. Read the stories of some industry leaders from manufacturers and distributors and also from our locksmith readers. All are posted online at **www.locksmithledger.com/55055955**.

National Average Price Survey

Locksmith Ledger presents the results of our 2024 National Average Price Survey, intended as a tool to help our readers evaluate their pricing. We don't claim that this is a scientific survey, but we do try to address some trends. New this year is a question about price increases. Gas, labor and parts have all gone up, and many locksmiths need to increase prices proportionately to keep their businesses in the black. See the results at **www.locksmithledger.com/55137701**.

Top Products

In our December 2023 issue, Locksmith Ledger looked at the top 20 products introduced in the past year. We noticed a few trends. More and more smart locks are hitting the market, triggered by customer demand, and applications range beyond door locks. See the full list at **www.locksmithledger.com/53076000** and stay tuned to see 2024's Top Products next month!

Know Your Distributor

Locksmith Ledger presented our annual guide to distributors serving the locksmith market in our April 2024 issue. This annual reference includes locations, contact information, product categories, shipping policies and more for approximately 200 locksmith distributors. View the section online at **https://bit.ly/3UxcMaC**.

Online Buyers Guide

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Want to know whom to contact in more than 200 specific product categories? You also can use our comprehensive Online Buyers Guide to connect with manufacturers and distributors that serve every niche of the security market. Search for individual products by company or product type. Visit **www.locksmithledger.com/directory**. Manufacturers and distributors that serve the industry can update their information here: **cygnuscorporate.wufoo.com/forms/zlc3m3r17mbsp4/**

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The Next Generation of Locksmiths

As we worked on our annual State of the Industry (SOI) report (see page 16) and the accompanying SOI Roundtable article (see page 10), an interesting theme began to emerge, as the locksmithing community transitions to this next generation of tech savvy locksmiths with business acumen and a passion for helping their fellow locksmith.

"There's going to be a big silver tsunami, where lots of people with gray hair like me are retiring, but with this turnover there is also opportunity," says Glenn Younger, owner, Grah Safe and Lock in the SOI roundtable discussion. "And the next generation of folks – and I'm thinking of the sort of locksmith influencers like Chad Lingafelt and Wayne Winton – are trying to share the business side of their knowledge and that's what I'm excited about."

Paul Ragusa
SENIOR EDITOR

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Although he did not realize it at the time of our discussion (as the results had not been tallied yet), succession planning is something that finally seems to be on locksmiths' radar.

For example, in our SOI Report, it looks like many retirement-age locksmiths are focusing more on this area, with a spike in the number saying that "Succession/transition planning" – up to 18.1% this year from 7.4% last year – is a top concern (see page 21). Add to that the increased focus on Employee training/certification (up to 18.7% this year compared with 15.6% last year), and we are seeing a push to create that next generation of locksmiths to take businesses into this bold new world of tech-driven hardware.

As Younger astutely points out, the next generation of locksmiths is defining what the future of the industry will look like, which is exciting stuff from what we have seen already. "There really are some smart people in this next generation, and there seems to be the beginning of what I am seeing as another generation saying, 'How do we run this business better?' Part of it's technical, but part of it is just making good business decisions."

Here at Locksmith Ledger, we want to do our part in helping to identify and continue to give a voice to this next generation of locksmiths who are reshaping the industry. Toward that goal, we are launching our inaugural Rising Stars Award program, with those chosen in this first year's class to appear in the October issue, 2025. The goal of this award program, which follows on the heels of our Legends of the Locksmith Industry Award that debuted this year, is to celebrate and prop up these young professionals, and continue to help build this already strong community of young locksmiths leading the way.

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STATE OF THE INDUSTRY | 2024

Locksmiths talk top verticals, product segments and trends, as well as business challenges and opportunities

BY PAUL RAGUSA

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» The use of the phone as a credential continues to gain momentum in areas like higher education, multifamily and Class A buildings.

This year's State of the Industry (SOI) Report (starting on page 16) covers a lot of ground, delving into many areas that affect a locksmith's business, from product purchasing and inventory, to staying on top of the latest trends and technologies, to navigating business challenges while looking for new opportunities to grow and expand as a company.

For this state of the industry roundtable discussion, Locksmith Ledger caught up with three busy locksmiths from different parts of the United States, to look at what is driving their businesses to new heights, and what is keeping them up at nights.

> "Whether it is brand new construction or remodeling or old buildings, all three of them are finally kind of starting to come together. We have more projects in our pipeline in terms of raw dollars than we've ever had in my life."
>
>
>
> — Glenn Younger
> Grah Safe and Lock

Top Verticals and Trends

Looking at top growth verticals, locksmiths seem to have their hands on locks across most verticals, with areas such as multifamily housing, schools and government, to name just a few, showing strong growth recently.

"The surprising one is multifamily housing, which is coming back and that's one that locksmiths have been kind of cut out from for a long time," says Glenn Younger, owner, Grah Safe and Lock, a full-service security company based in San Diego, Calif. "The change in that, and the reason locksmiths have been cut out for a long time was it was just cheaper to replace locks and throw the old ones away. Now everybody's going to smart locks and doing that, and it's also on the horizon for a lot of folks. In the last couple of years it's taken off and we are starting to see big projects, so there's funding approved for like $100,000 and $500,000 projects."

He adds, "Whether it is brand new construction or remodeling or old buildings, all three of them are finally kind of starting to come together. We have more projects in our pipeline in terms of raw dollars than we've ever had in my life."

Another area where Younger is seeing increased opportunity is working for utilities, noting that battery storage, which includes securing these areas, is a major challenge.

"They've got to store that energy, so the big expense that is happening all over the country is the building of these battery yards," he explains. "There are 350 electrical substations where they take high voltage, and they convert it into stuff that we can put into our house or a building. So, they need to have all of those battery yards, where they're storing it and then getting solar, and there's a real security issue because once a fire starts, it gets big fast, and it is hard to put out. With all these battery yards, they need to be super secure, but they also need to be able to get into them to put out the fire. And so those two things are totally different, and it creates both a challenge and an opportunity for locksmiths."

Tyler J. Thomas, president of Security Engineering Consultants in Atlanta, Ga., says his company continues to see a demand for master keying, which jumped to No. 1 in our SOI Report (see page 17) of services locksmiths are offering today.

"It's busier than ever for us," says Thomas." We specialize in master key systems and high security and not a lot of people are doing it anymore. As locksmiths retire or sell, there's just fewer people to do it. I've gotten three big buildings in Atlanta this past year because they just couldn't get service elsewhere, so it's a blessing."

Thomas says his company also branched out and is offering more high security products than before. "In addition to Medeco, now we're offering ASSA ABLOY. We're doing Sargent … we've expanded our portfolio a little bit to meet up with the demand. We continue to grow and expand our offerings, or our flavors of high security in master keying."

Looking at the specific growth verticals, Thomas is seeing an uptick in work with the government and in Class A, or high-end buildings, which have "rebounded tremendously over the last six months," he says. "Class A was always kind of our breadwinner and with a pandemic it slowed down and we were kind of breaking even with it. But over the last six months, with work from home kind of going away, we're doing a ton of Class A again. Government [work] is steady and has grown a little bit because one of the agencies we do work for has expanded quite a bit and they're getting new locations around the state."

"Expanding our offerings as far as manufacturers and brands has certainly done well for us. We've broken even a lot of times on that first initial new product offering, but anything after the fact we are making money because we're already set up to do it."

— Tyler Thomas
Security Engineering Consultants

Electronic Access Control

John Nolan, owner of Reliant Security, who recently moved his business from Colorado to the Kansas City, Mo. area, continues to see an increase in demand for electronic access control solutions and products.

"I see a huge uptick in electronic access, so people moving over from keys to cards or phone access or some type of digital interface instead of just the mechanical lock," he explains. "Overall, though, I'd say everyone is starting to go into electronic access and even automation type stuff, although I am seeing a particular uptick in interest from government, from schools, and I just completed a project with a church."

He says people want remote access and support, so having products that match those major criteria has been great for his business. "And then, of course, we must look at digital security of how that data is being accessed and how that data is being stored. The last thing you want to do is buy some cheap product that is made overseas somewhere, only to find out there are major security flaws, and the data is being accessed or compromised somehow. So, when we're looking at online and remote access with this stuff, we're looking for devices and software that have a lot of security built into them."

Nolan's company offers everything from high security locks to alarm systems to cameras, all of which are getting higher tech and able to communicate with other systems within a building to provide better auditing and security capabilities.

"Cameras have become smarter and they're able to send out alerts, so instead of a camera system being passive and just recording what happened, now they have really evolved especially with the growth in AI," says Nolan. "The cameras are so smart now they can not only see things that are happening on site, but they are now able to alert people, as well as interact with access control and other systems within a building. So, there's a human element built in with that AI element."

Younger is seeing electronic access control within products that have typically been mechanical, such as padlocks and cabinet locks, for example, which can work in tune with electronic key control and management. "Padlocks and cabinet and furniture locks are now being tied into the rest of the building's system to provide better tracking and auditing," he notes.

Locks that can provide a visual indicator or status also continue to a be a big trend not only in schools but also in retail and other settings, says Younger, noting, "The indicator locks, whether mechanical or electronic, are being specified in a lot more areas, and they will continue to be used in a lot more areas."

Purchasing Trends

While this year's SOI Report shows that locksmiths continue to look to outside sources beyond national and local distributors for products, Nolan says it is important to find the right company to work with.

"I've partnered with IML for most of my needs and what I think is important is building that relationship," he explains. "Since I buy so much from them, or exclusively purchase through them, they're able to get certain things that other vendors that I've looked at in the past can't get ahold of, or don't have the stock levels for. I chose them because they promised certain things like keeping the items I need stocked and ready, and so far, they've kept up on that. So, it's finding that supplier that's going to work best for you."

With all the consolidation that is happening throughout the industry, Younger is concerned it is affecting how locksmiths get their products.

"Some of the consolidation that happened didn't lead to better outcomes," he says. "And some distributor companies we used to work with quite a bit, we just can't work with anymore just because of our lack of faith and trust in their ability to take the order and get it to us when they say they're going to get it to us."

Younger now works with a couple of distributors that he has developed good relationships with over time. "We've got a couple of companies that have either a big division that's really focused on locksmiths or all they do is focus on locksmiths,"

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> "I see a huge uptick in electronic access, so people moving over from keys to cards or phone access or some type of digital interface instead of just the mechanical lock."
>
>
>
> — John Nolan
> Reliant Security

he says. "Anixter/Wesco, they have a lock division that is focused on selling to folks like us. And IML in the West does a great job, too. So, we feel like we've got two great suppliers in that regard. And then there's other good ones too, like Top Notch and SECLOCK, for example, so we could shift to the other ones and do just as well."

Thomas has been working closely with his distributor and manufacturer partners to expand his offerings and get the products he needs when he needs them. "It used to be four to six weeks, and now it's two to four weeks for pretty much everything, so the factory lead times in my experience have gotten better. Distributors, you know, it just depends on what they stock or which brands they represent, but they're pretty good as well."

He continues, "Expanding our offerings as far as manufacturers and brands has certainly done well for us. We've broken even a lot of times on that first initial new product offering, but anything after the fact we are making money because we're already set up to do it."

Challenges and Opportunities

"The biggest challenge for any business – and I hear this from other business owners, too – is finding good, dedicated employees," says Nolan. "Unfortunately, most of the younger generation that I would love to target just doesn't have the work ethic that they need to hold a job. And then when you do find somebody with a good, strong work ethic, everybody wants them."

Nolan points out that he has struggled over the past two years, for example, to find a decent technician. "It's tough when you're in a smaller town … you know all the people that you're choosing from. I've tried the friend route, I've tried the family route, I've hired somebody blindly that I didn't know and looked promising – but those three options didn't work out very well for one reason or another."

In addition to reaching out to colleges and universities, for example, Nolan suggests taking on someone who is eager to learn a trade that could lead to a career as a paid apprentice, noting that he is excited to see what the new city he is working in will yield in terms of qualified professionals who are looking for solid work and to break into a stable and growing industry.

While Nolan is struggling to find good people, Younger is struggling to train and keep the ones he has. "I can get people; I just can't train them fast enough," he asserts. "But that is on us, and we are getting better at that part. We just have to become more able to, and adept at using the resources that we have, such as manufacturers' training and online training options."

On the product side, Thomas says it has been interesting, albeit challenging, to keep up with the changing aesthetics of buildings and public spaces.

"People's tastes change," he says. "In the '80s, everybody wanted bright brass and in the '90s and early 2000s, everybody wanted satin chrome. Now they want flat black. So, you're selling a bunch of satin chrome and then suddenly everybody wants flat black – well, you don't have that in stock, so you've got to change and expand your inventory because not only are you servicing what they have but now they want to add something new to it.

"On top of that, there's new hardware coming out all the time; it's not just lever sets and mortise locks – now you've got all sorts of different locks for glass doors. And everybody wants to go with open-office floor plans with conference rooms galore, and a lot of this is being specified in new construction."

Despite these challenges, Younger is excited about the next generation of locksmiths, from the way the way they are pushing the industry to adopt new technology, to the way they are building a community focused on helping each other manage and run their businesses better.

"There's going to be a big silver tsunami, where lots of people with gray hair like me are retiring, but with this turnover there is also opportunity," he says. "And the next generation of folks – and I'm thinking of the sort of locksmith influencers like Chad Lingafelt and Wayne Winton – are trying to share the business side of their knowledge and that's what I'm excited about.

"There really are some smart people in this next generation, and there seems to be the beginning of what I am seeing as another generation saying, 'How do we run this business better?' Part of it's technical, but part of it is just making good business decisions."

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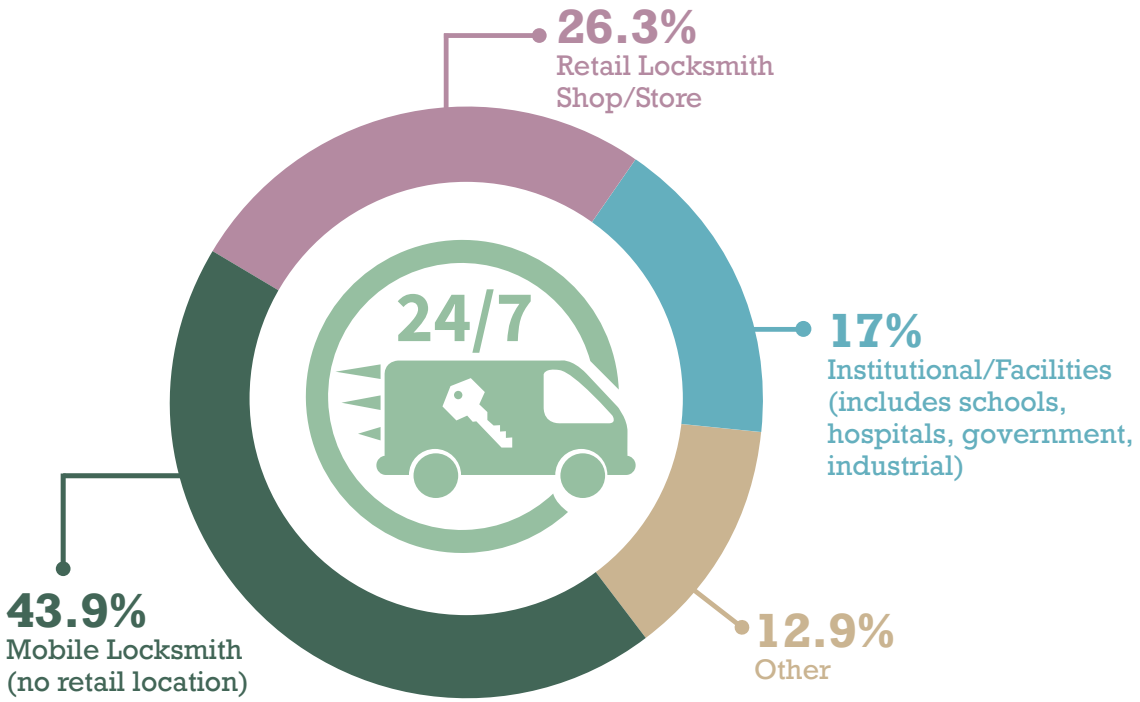
STATE OF THE INDUSTRY | 2024

BY PAUL RAGUSA

The Locksmith's Perspective

The purpose of this comprehensive Locksmith Ledger report is to provide a glimpse into the forces that affect North American locksmiths and security pros and attempt to quantify those factors on their business. Responses to the survey are from qualified professionals who subscribe to Locksmith Ledger International.

Respondent Business Profile



Mobile Locksmithing on the Decline

While the largest percentage of locksmiths who responded to our survey are again Mobile Locksmiths (43.9%), that is down from 48.6% last year and seems to be a continuing trend as we look back over the past five years, for example. What that tells us is the mobile locksmithing trend, aided by the pandemic and the changing of American work culture, may have leveled off now and is stabilizing in that 40- to 45-percent range, but we will continue to monitor this area.

Interestingly, locksmiths who work in Institutional/Facilities (including schools, hospitals, government, industrial) are up to 17% from 14% last year. This uptick reflects what we are hearing from locksmiths as verticals that are showing the most growth, and that are more likely to hire a locksmith to handle all of the door security, which now includes electronic security solutions, smart locks and mobile credentials, and other new technologies like cloud-based access solutions.

Those who responded as owning a retail shop remained steady at 26.3% (26.9% in 2023).

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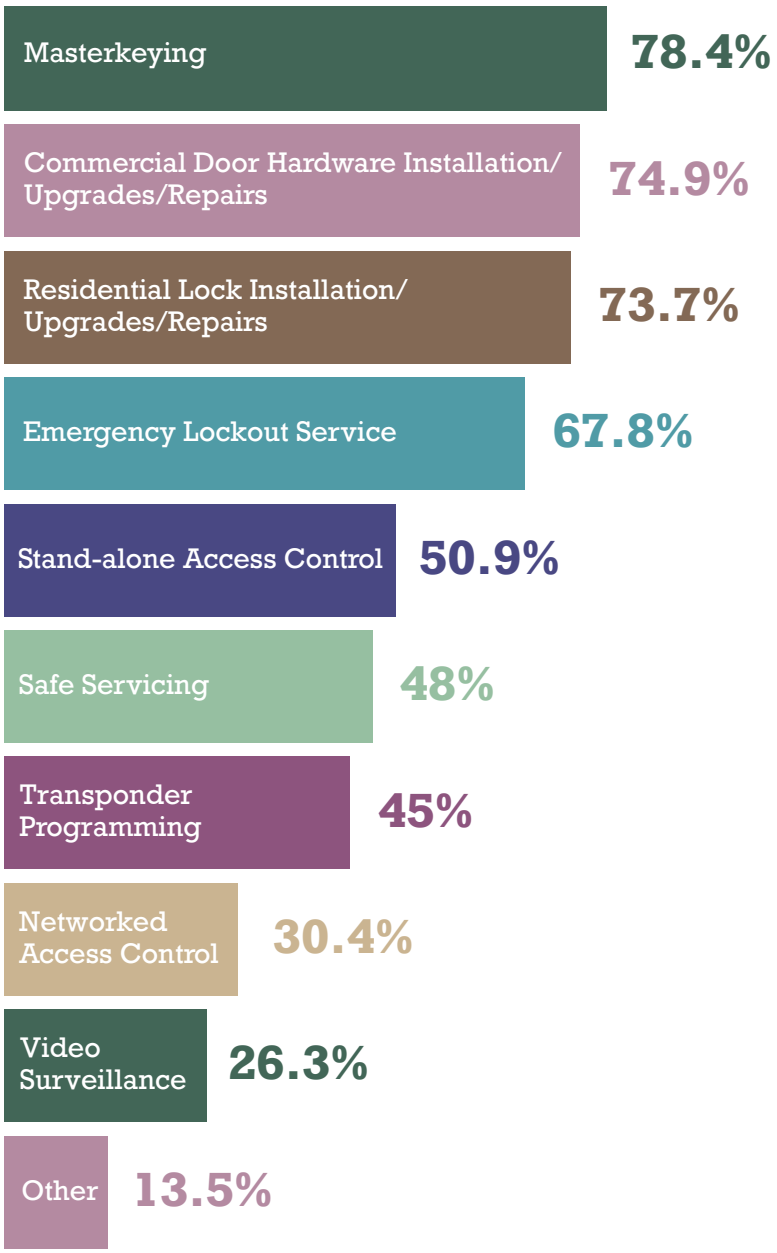
Professional Services

Respondents were asked to name the services their business provides. They were asked to select all that apply, so the sum won't add up to 100%.



Master Keying Takes Top Spot

While the State of the Industry report continues to reflect how much locksmiths are diversifying their business to include services that go beyond mechanical locksmithing, the big news this year is the continued climb of Master Keying (up to 78.4% from 77% last year), which jumped into the No. 1 spot over Commercial Door Hardware Installation/Upgrades/Repairs (down to 74.9% from 77.4% last year).

In the world of locksmithing, the rise of electronic access is changing the way end users look at keys, key management, and keyless access, bringing about the rise of the digital key within the master keying world. During the Locksmith Ledger webcast on the topic earlier this year, panelists discussed this very topic.

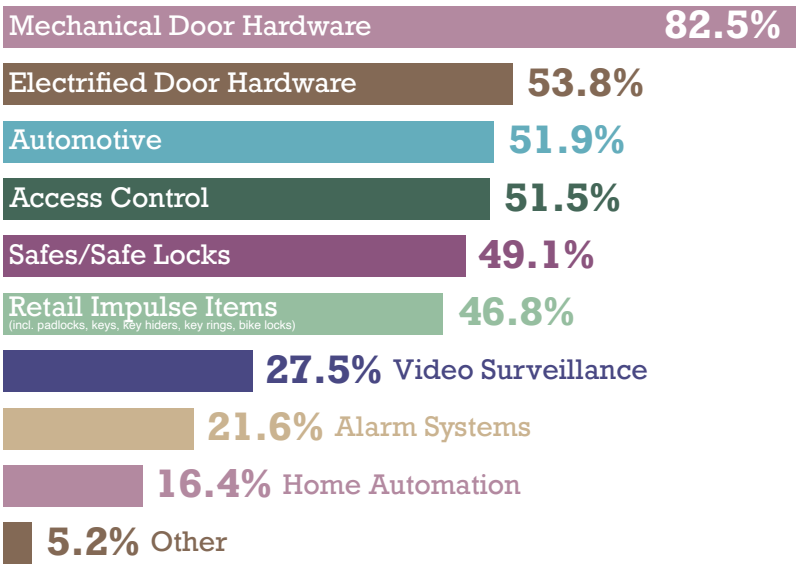
"I bring that up all the time in the classes that I teach about master keying, and I say that when we talk about cross keying, when a customer asks you for a cross-key lock, that almost always means that what they really want is electronic access control," says Locksmith and Author Ralph Forrest-Ball, who received the D'Adamo ACE Award in 2022 and is the author of the book *Mastering the Basics of Master Keying*. "They just don't realize that that's what they want. They say, 'I want this person to get into that room, but not that person.' What they really mean when they say that is they want the ability to instantly take someone out of that list of who is and who is not authorized to go into that area."

Other traditional services that locksmiths provide, such as Residential Lock Installation/Upgrades/Repairs(73.7%), Performing Emergency Lockout Service (67.8%), Safe Servicing (48%), Providing Networked Access Control (30.4%) and Video Surveillance (26.3%), all remained steady from last year, and are areas where we are seeing continued growth over the past five years, for example.

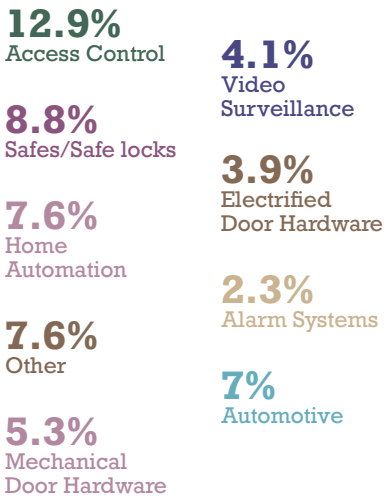
Business Product Segments & Selection

On this question, respondents were asked to pick which product categories their business services or sells, so the sum won't add up to 100%.

What product segments does your company sell?



What product category do you most want to add to your business?



Demand for Automotive Work and Training Continues

While Mechanical Door Hardware remains the dominant product category among locksmiths, the Automotive category continues to move up the list, jumping up to 51.9% this year from 48.6% last year, and sliding into the fourth spot (from sixth last year) behind the top three of Mechanical Door Hardware (82.5%), Electrified Door Hardware (53.8%) and Access Control (51.5%), which all remain consistent with last year's numbers. Those wanting to add Automotive products (second graph on right) rose to 7% this year, up from 5.1% last year.

The topic has grown so much in importance within the industry that ALOA created a division, International Association of Automotive Locksmiths (IAAL), a few years ago to address the needs of automotive locksmithing, which is getting more specialized each year, with high-end, often expensive programming equipment and tools required, as well as the need for locksmiths to keep up with the evolution and changes for each car manufacturer's programmers over time.

ALOA is holding its IAAL 2025 Auto Lock Expo, May 15-18 in Cedar Rapids, Iowa, which is expanded from the inaugural show in 2023, offering three days of education and training and a one-day expo for manufacturers. In addition to the second IAAL convention in 2025, ALOA nearly doubled the number of automotive training classes at its conference in Las Vegas in August 2024, further evidence of the demand.

IAAL President Ed Woods told us earlier this year for our Locksmith Ledger Automotive Supplement that he is excited to bring the auto show back stronger with more education, which he said was the highlight at the inaugural conference and will be the No. 1 priority for the event in Cedar Rapids next year. "The [inaugural] show was good, but the education was phenomenal," he says. "It was one of the most diversified education events I have been a part of."

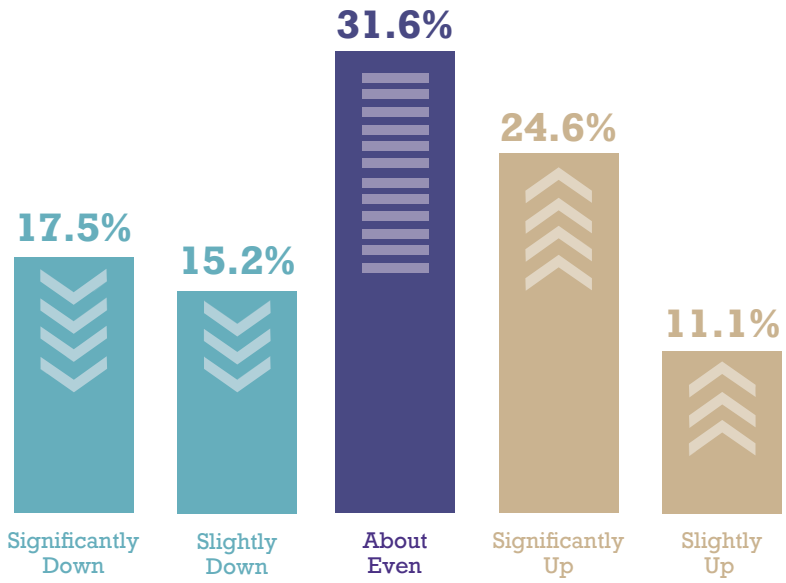
In addition to the steady growth of the top three – mechanical door hardware, electrified door hardware, and access control, as noted above – categories including alarm systems (21.6%/up from 19.8% last year), video surveillance systems (27.5 %/up from 25.7% last year), and home automation (7.6%/up from 4.7% last year) continue to show growth year over year.

Looking at product categories locksmiths are adding to their business, Safes/Safe Locks (8.8%) rose to the number two spot behind Access Control (12.9%), which remains a strong trend, of course.

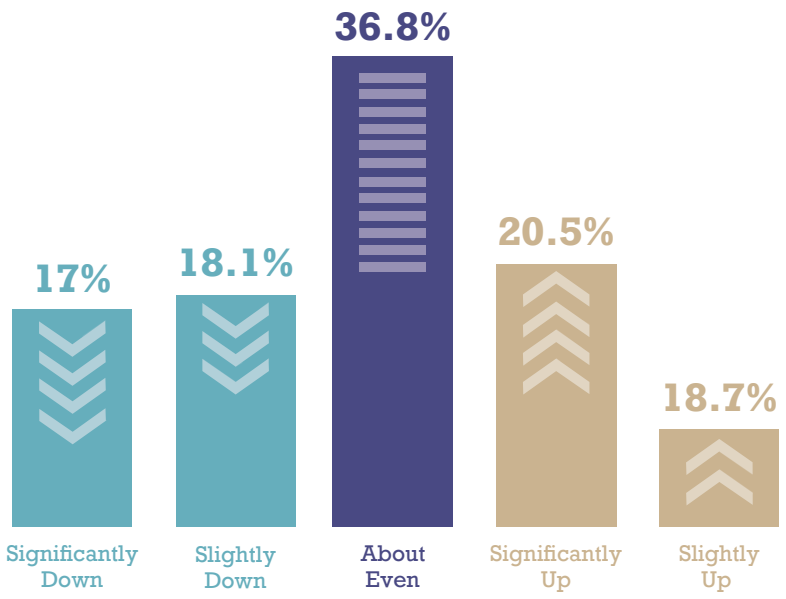
Revenue & Profit Trends

Respondents were asked how 2024 revenue was trending compared with 2023 numbers as well as how profit was trending during the same period.

Revenue: 2024 vs. 2023



Profit: 2024 vs. 2023



Economic Headwinds Affecting Business

While the overall financial outlook for locksmiths remains strong, there are some economic headwinds being created by what is typically a fiscally challenging election time.

Although responses are similar to last year, the number of locksmiths who said their revenue and profits were down increased slightly, while the number of locksmiths who said their revenue and profits were up decreased slightly. Taking a closer look, 32.7% (compared with 29.9% last year), said their revenue is either slightly or significantly down from last year, while 35.1% (versus 30.4% last year) said their profits are either slightly or significantly down from last year.

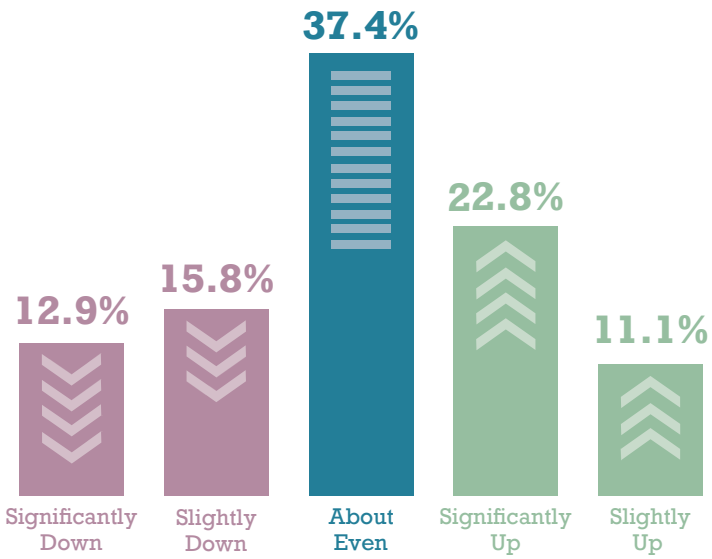
On the flip side, 35.7% this year (compared with 36.6% last year), said their revenue is either slightly or significantly up from last year, and 28.1% (versus 33.5% last year) said their profits are either slightly or significantly up from last year. In addition, the number of locksmiths who said revenue is About Even was 31.6% (versus 33.5% last year), and for profits, 36.8% (versus 36.2% last year) said it is About Even.

In the discussions with locksmiths for our State of the Industry Roundtable Discussion (see page 10), locksmiths pointed out that while business did slow a bit leading up to the election, their pipeline for business (see next page for more), remains strong as does their outlook for the remainder of the year and into 2025.

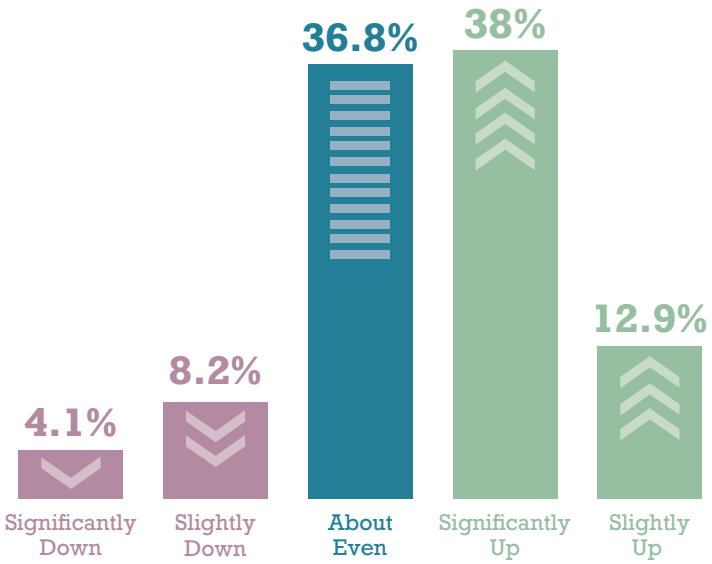
Managing Projects and Workflow

The following two questions asked locksmiths to look at their current pipeline of projects compared with last year, while also giving a forecast for 2025.

How does your weekly schedule of projects in 2024 compare with 2023?



Do you expect that to increase of decrease in the next year?



The Pipeline for Projects Remains Steady for Locksmiths

As noted on the prior page, while the overall financial outlook is not as rosy as last year, locksmiths are working hard to fill their project pipelines, with many saying their efforts are paying off. For example, 33.9 % of locksmiths said their weekly schedule of projects in 2024 is either Slightly Up (22.8%) or Significantly Up (11.1%)) compared with 2023. Another 37.43% said their pipeline for business is About Even.

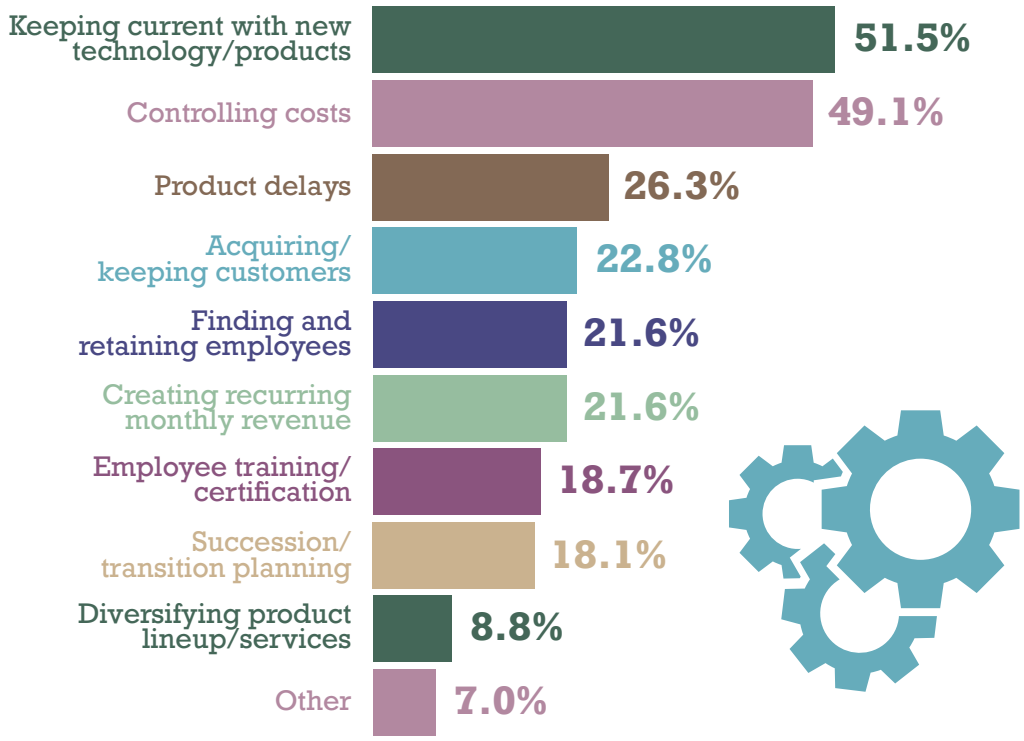
Locksmiths are even more bullish on their outlook for 2025, with more than 50% saying their pipeline for projects will either Increase Slightly (38.0%) or Significantly (12.9%), compared with only 12.3% who expect to see a decrease. Notably, though, only 4.1% of that 12.3% expect that decrease to be more than 10 percent, which is good news. Overall, 36.8% of locksmiths expect No Real Change in project flow.

"We have more projects in our pipeline in terms of raw dollars than we've ever had in my life," says Glenn Younger, owner, Grah Safe and Lock, in our State of the Industry roundtable article (see page 10). Younger is confident these projects will come to fruition, noting that he is up about 10 percent overall the past three years.

Tyler J. Thomas, president of Security Engineering Consultants in Atlanta, Ga., adds, "It's busier than ever for us. We specialize in master key systems and high security and not a lot of people are doing it anymore. As locksmiths retire or sell, there's just fewer people to do it. I've gotten three big buildings in Atlanta this past year because they just couldn't get service elsewhere, so it's a blessing."

Business Challenges for Locksmiths

Respondents were asked about the biggest challenges to their business in 2023. They were asked to select their top three challenges, so the sum won't add up to 100%.



Cost Control, Succession Planning Top Concerns for Locksmiths

Costs for doing business continue to rise for locksmiths, with 49.1% (compared with 47.5% last year) saying it is a top concern for them. While product delays aren't as much of a concern as they were last year (down to 26.3% this from 32.3% last year), the cost for those products is rising, forcing locksmiths to raise their prices accordingly, which was also a theme in our recent National Average Price Survey. "The biggest thing is the rise in the cost of hardware," said one respondent. Locksmiths in this SOI survey agree, with one respondent saying, "Hope new products will help me offset my purchase prices for new equipment."

As locksmiths add more electronic access control and the latest proven technologies to their portfolio of offerings, it is not surprising to see "Keeping Current with New Technology/Products" as the top challenge this year at 51.5% (up from 40.5% last year), ahead of Controlling Costs.

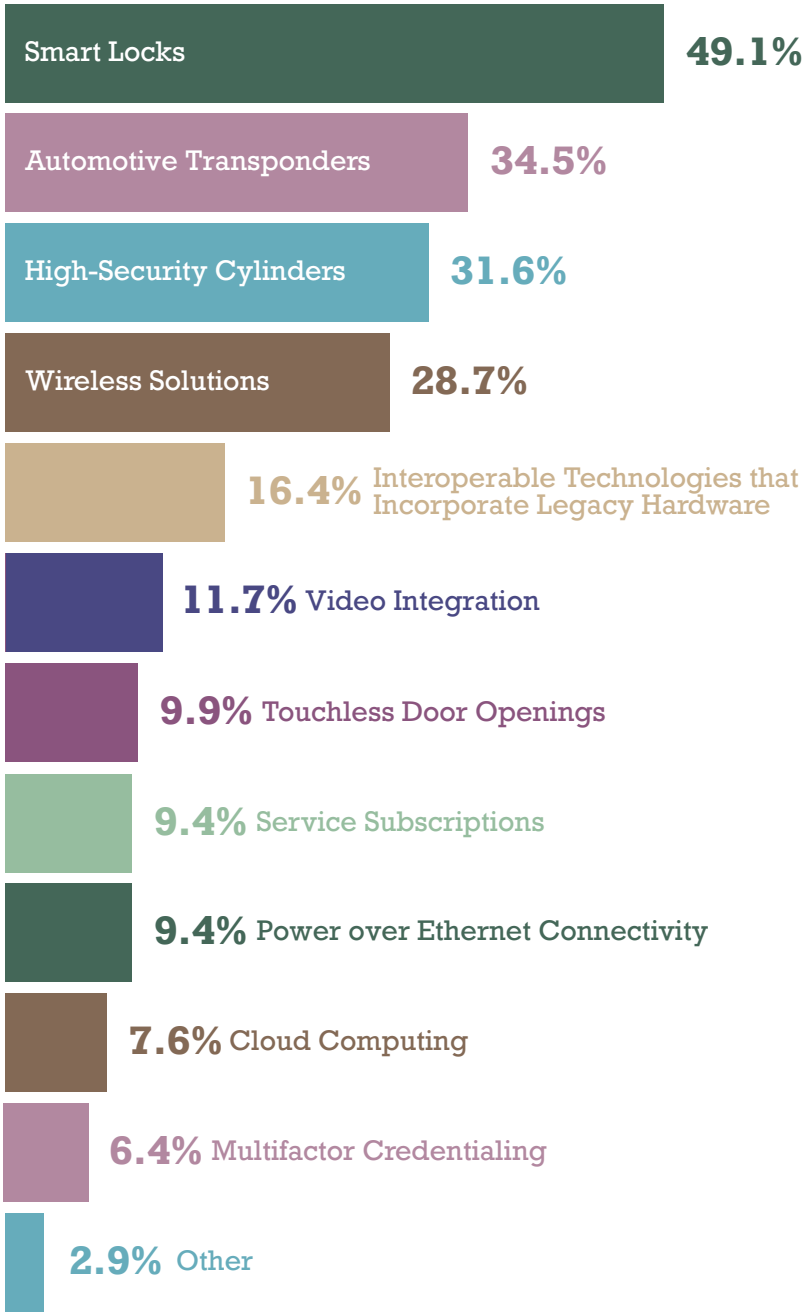
Another trend we have been following in this report is the way in which the older generation of locksmiths is handling succession planning and the hiring and training of new employees. It looks like many retirement-age locksmiths are focusing more on this area, with a spike in the number saying that Succession/Transition Planning – up to 18.1% this year from 7.4% last year – is a top concern. Add to that the increased focus on Employee training/certification (up to 18.7% this year compared with 15.6% last year), and we are seeing a push to create that next generation of locksmiths to take businesses into this bold new world of tech-driven hardware.

Some additional comments/concerns from locksmiths in this year's State of the Industry survey include:

- "Sourcing cost-effective hardware and transponder keys."
- "Enlarging my distributor base."
- "Staying Healthy."
- "Marketing."
- "Google partnering with a nationwide spam scam and deleting local businesses."
- "Unlicensed locksmiths."
- "Keeping gas in the van."
- "Fighting Scammers."

Importance of Technology Advances

Respondents were asked to select the technology or service advancements that were most important to their business. They were asked to select their top three choices, so the sum won't add up to 100%.



Smart Locks Continue Their Dominance

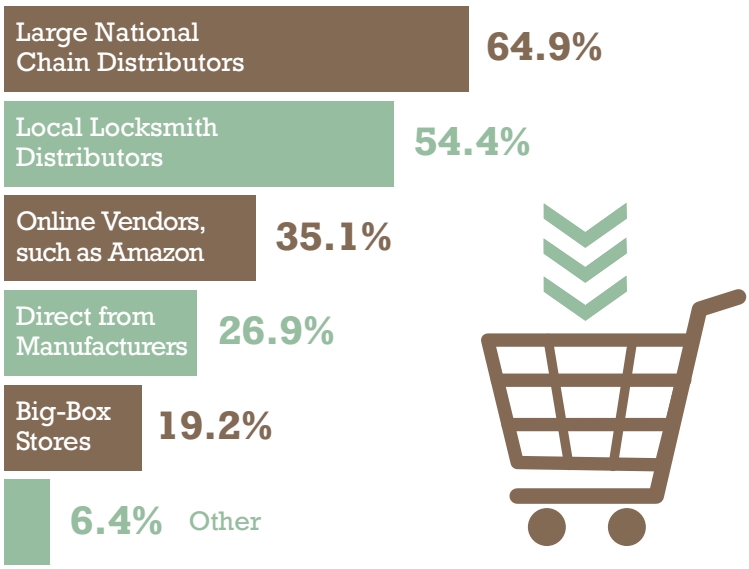
Once again, locksmiths identified Smart Locks as the No. 1 technology that is most important to their business, with a whopping 49.1%, compared with 38.9% last year, saying it is a must-have product in their portfolio of offerings. Interestingly, High-Security Cylinders rose to 31.6% (up from 23.0% last year), reflecting the trend around the industry for more high-security options around the door, across verticals such critical infrastructure, retail stores, banks, and even schools.

Another area that we are seeing continued growth year over year, with a particular spike this year, is Interoperable Technologies that Incorporate Legacy Hardware, which rose to 16.4% (up from 9.0% last year). This increase reflects a trend we are seeing around the industry, as we travel to the different trade shows and conferences, to create an easier path of migration to higher tech options for those with legacy hardware. The rise in cloud-based access control is also getting some attention among locksmiths, climbing to 7.6% this year from 3.9% last year, as these systems also provide a path for locksmiths to move into electronic access control.

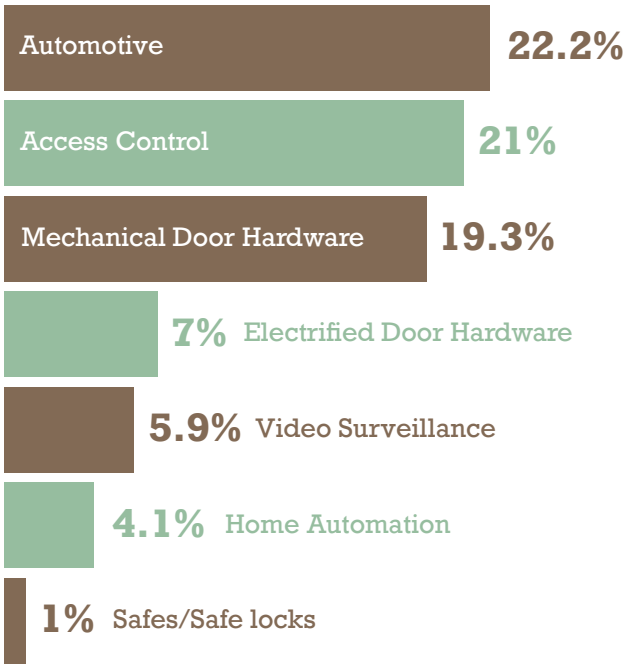
Other product categories that locksmiths continue to name as important to their business include Automotive Transponders, Wireless Solutions, Video Integration, Touchless Door Openings, Power over Ethernet Connectivity and Multifactor Credentialing.

Purchasing Preferences

Respondents were asked about where they buy their products. They were asked to select all that apply, so the sum won't add up to 100%.



What product segment has shown the most growth in the last 12 months?



Locksmiths Less Dependent on Distributors

As we look at data over the last five years of this survey, we begin to see some trends on the purchasing side as more and more locksmiths turn to other sources beyond national and local locksmith distributors.

Focusing closer on the numbers, those saying they buy predominately from Large National Chain Distributors is down to 64.9% this year from 66.8% last year (and 73.3% in 2022), which accounts for nearly 10 percent in two years. Furthermore, those saying they buy from Local Locksmith Distributors dropped down to 54.4% from 61.6% last year (and 64.4% in 2022), a full 10 percent drop.

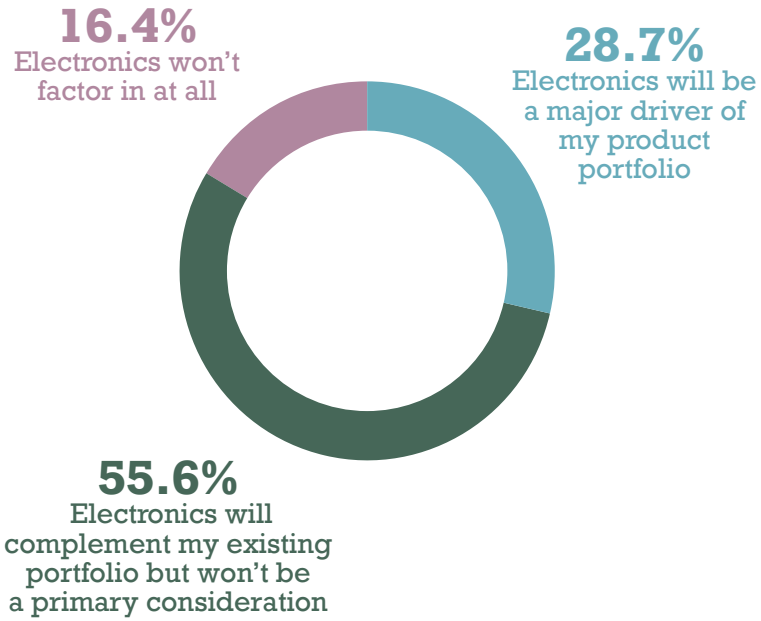
Supporting that trend is the increasing dependence by locksmiths on "Online vendors such as Amazon," which is up to 35.1% from 32.1% last year, and "Big-box stores," which ticked up to 19.2% from 16.4% last year. As noted earlier, when we look closer at the data a picture of locksmiths' spending habits begins to appear, putting more pressure on distributors to earn and keep their business.

Other places locksmiths said they bought their products:

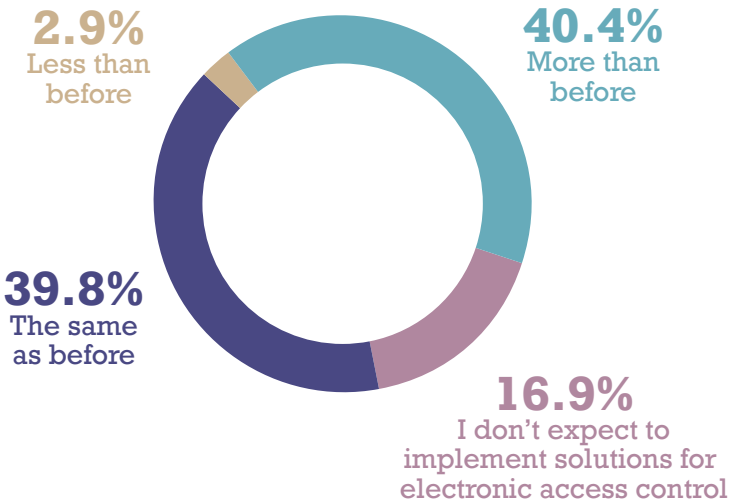
- "Businesses with which I have a personal discount relationship."
- "Local retail locksmith shops."
- "Online vendors and locksmith suppliers."
- "Sometimes online (Amazon) if I need it quicker."
- "Supply houses."

Taking a closer look at which product segment has shown the most growth for locksmiths, automotive (22.2%), which as noted earlier is booming within locksmithing, topped all categories, following by Access Control (21.0%, and up from 18.3% last year), and Mechanical Door Hardware (19.3%, and up from 18.3% last year) in the top three.

What effect will electronics have on your locking solutions in the next 3 years?


16.4%
Electronics won't factor in at all
28.7%
Electronics will be a major driver of my product portfolio
55.6%
Electronics will complement my existing portfolio but won't be a primary consideration

How much does your business expect to implement with respect to electronic access control in the next year?



Locksmiths Adopting Electronic Access Control

As we continue to see in this report, more locksmiths are adopting electronic access control solutions and products, with a particular spike in interest in the past few years. For example, when asked, "What effect will electronics have on your locking solutions in the next 3 years," 84.3% of respondents said it will have some influence, up from 81% last year. In addition, those saying, "Electronics won't factor in at all," dropped to 16.4% this year from 19% last year.

When asked how much their business expects to implement with respect to electronic access control in the next year, 80.2% (compared with 78.0% last year), said they expect to implement the same or more than before, showing just how robust this sector is for locksmiths.

In addition, those saying, "I don't expect to implement solutions for electronic access control," dropped to 16.9% this year from 20.2% last year.

"The locksmiths today, if they really want to stay and grow their business, they have to get involved in electronics and electric locking," says David Alessandrini, VP at Pasek Corp. "That's the direction it's going – the wireless, cloud-based systems now in some ways makes things a little easier for locksmiths to get into the business. With mobile credentials, everything's cloud- and software-based and easy to maintain."

He continues, "And certainly the generation of today's locksmith, I mean they are more technically advanced than they were 40 years ago when I was starting out, so getting into electronics and electric locking and power and all that, I think you're going to see more and more of it, too."

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Key Blanks That Get Noticed!

Boost your impulse sales with these novelty key blanks

BY EMILY PIKE

Decorative key blanks may be the key to catching your customers' eyes and reminding them that they need some extra house keys, key chains, batteries, padlocks or other impulse items on display in the shop. Consider a display by the check-out counter or near your key cutters. These key blanks, available for the most common residential keyways, might be just the solution your customer needs for that school-aged kid or spouse who grabs the wrong key.

» Ilco Personali-Key key mates

Multiple manufacturers market decorative blanks, some licensed, representing various teams, hobbies, animals and other themes. Locksmith Ledger took a look at those key blanks available through locksmith distribution channels.

Lucky Line Products

Lucky Line's most popular Key Shapes designs include the Home key (#B105), the Sugar Skull key (#B136), the Flower key (#B106), the Dog key (#B114), and the Cat key (#B115). The newer line of Forged Key Shapes (#B301-B304) are also top sellers, according to Lucky Line's Chloe Abling.

Lucky Line currently has more than 50 decorative key blanks available. The most recent additions to Lucky Line's extensive line include the Butterfly key (#B147), the Rainbow key (#B148), the Horse Key (#B149), and the Unicorn Key (#B150).

» Lucky Line Key Shapes

As far as keyways go, Lucky Line Key Shapes are available in Kwikset and Schlage options. Many are available in Weiser, and less commonly, Lockwood, as well. All of Lucky Line's Key Shapes designs are copyright-protected, enamel coated and printed in full color directly on both sides of high-quality brass key blanks. Each key is manufactured and inspected to comply with strictest tolerance using ISO 9001 certified processes.

Lucky Line offers a variety of display options for the Key Shapes line, Abling noted. "The Key Shapes Counter Display with Extender, #34007C, is the most popular choice as it includes all of the top selling Key Shapes and places the keys directly on the counter, in front of the consumer for high visibility and increased impulse sales."

For more information, visit www.luckyline.com

Howard Keys

"Disney, Star Wars and Hello Kitty have been our most popular and strongest selling licensed line of house keys. Combined we have close to 100 designs," noted Howard Keys' Andrew Goldberg. "We also have a non-licensed line of house keys called Happy Keys. We have 90 designs to pick from such as dogs, cats, sports to vibrant patterns/designs. There is something for everybody."

» Licensed key blanks from Howard Keys

The newest additions to the Howard Keys lineup are seven Disney keys, one new Star Wars design and one new Hello Kitty design. The company also added seven new sports design keys to its Happy Key line.

The demand for these new keys has been very strong, Goldberg noted.

Howard Keys' key blanks come in the three most common residential keyways: Kwikset, Schlage and Weiser. The Kwikset blank is a combo key that will work for both KW1 and KW10. Similarly, the Weiser blank works for both WR3 and WR5 keyways.

To show off these keys in a retail shop, Howard Keys offers three-level rotating key displays that can be purchased as a 24-, 48- or 72-hook display and is expecting new display inventory later this year.

» Sports-themed Happy Keys from Howard Keys

"The feedback we get from the buyers is that customers like having a wide variety of keys to pick from," Goldberg said.

For more information, visit www.howardkeys.com

Ilco

Ilco's line of Personali-Keys includes several series. Big Personali-Keys come with a bigger bow and vibrant designs including anchors, bees, pink camo, peacock, chevron, eyes, 'stache, twigs, skull and RealTree. Whimsical Key Shapes on uniquely shaped, oversized bows make keys much easier to locate on your customers' key rings. These include owl, clover, paw, gears, apple, fire department, monkey and star.

» Realtree licensed blanks from Ilco

Ribbon Personali-Keys represent causes including autism awareness, child abuse prevention, animal cruelty prevention, environmental protection, breast cancer treatment/prevention and safe return.

Personali-Key mates, which are pairs of key blanks that fit together to make a design. Also available are key blanks representing U.S. military branches and licensed team keys.

Most models are available in three common residential keyways: Kwikset, Schlage & Baldwin and Weiser. Merchandising displays are available through Ilco and Ilco distributors.

For more information, visit https://www.ilco.us/category/painted-keys

Other Options

There are plenty of other decorative key blanks out there, easily located with a Google search. One additional line worth checking out is Rockin' Keys, www.guitarshapedkeys.com, ideal for the music lover with a large selection of guitar-shaped keys and space alien keys.

Key machine and key blank manufacturer JMA (www.jmausa.com) has introduced a line of neon-colored keys for Kwikset, Schlage, and Master Padlock. The keys come in seven vibrant colors and are sold in boxes of 50 assorted colors.

Unlocking New Opportunities

Expand your business with Inox Smart cloud-based access control

BY KELLY CORBETT CPP

PHOTOS COURTESY OF INOX

» **Access control and smart locks are seamless integrated in the INOX Smart App with unlimited locks, properties, and users.**

» **Closeup view, Inox storefront lock**

Locksmithing is a great and ever-evolving trade. I have been in the trade for over thirty years and it kind of happened by default. I was a policeman seriously injured on the job, sustaining injuries to my left leg which took me away from law enforcement and limited my carpentry work. I saw commercial locksmithing as my niche and specialized in SFIC master key systems early in my career, growing my business to three service vehicles and a retail shop. We used to partner with integrators doing all of the physical and site needs as well. I eventually sold the business and moved to the Southeast and managed a large university locksmith shop.

Work was redundant and I missed the private sector, so I became curious about opportunities with lock manufacturer Inox and what they have accomplished with InoxSmart, which I think is such an opportunity for the locksmith community. I only wish this was years ago and I could add it to my list of services. The opportunities are endless whether it is a single merchant with minimal doors, a commercial space with hundreds of doors, multifamily, apartment buildings and Airbnbs.

In an ever-evolving security landscape, locksmith contractors must continuously adapt to the latest technologies to meet the growing demands of their clients. The Inox Smart IoT Cloud-Based (ICB) access control system is an innovative solution not only enhances security but also presents a lucrative opportunity for locksmiths to expand their service offerings and tap into a new segment of business.

Inox Smart is a cutting-edge ICB access control system designed to offer seamless and secure access management without the need for complex wiring or network integration. It combines advanced technology with user-friendly features, making it an ideal solution for various applications, from residential properties to commercial establishments.

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Key features of Inox Smart include:

Wireless Connectivity: Inox Smart operates wirelessly, eliminating the need for extensive wiring and reducing installation time and costs.

Mobile App Integration: Users can manage access remotely via a smartphone app, providing convenience and control from anywhere. (No Monthly fee)

» Access Control in a Box provides everything you need to upgrade existing door systems for remote locking / unlocking.

Multi-Credential Access: The system supports multiple access credentials, including PIN codes, RFID cards, and mobile credentials, catering to different user preferences.

Enhanced Security: With features like encrypted communication and tamper alerts, Inox Smart ensures robust security against unauthorized access.

Easy Installation: Designed with simplicity in mind, Inox Smart can be installed with minimal disruption, making it a perfect fit for locksmith contractors looking to offer quick and efficient service.

For locksmiths, integrating Inox Smart into their service offerings can open up new revenue streams and differentiate their business from competitors. Here's how:

Targeting High-Demand Markets

Residential Market: With the growing trend of smart homes, homeowners are increasingly seeking advanced security solutions that offer convenience and control. Inox Smart provides an ideal entry point into this market, allowing locksmiths to offer a modern, tech-savvy option for home security.

Small to Medium-Sized Businesses (SMBs): SMBs are always on the lookout for cost-effective security solutions. Inox Smart's ICB nature means that these businesses can upgrade their access control systems without the need for expensive infrastructure changes, making it an attractive option.

Property Management Companies: Property managers need to control access across multiple units and locations efficiently. Inox Smart's remote management capabilities make it easy for locksmiths to offer comprehensive access solutions to these clients.

Providing Value-Added Services

Installation and Setup: You can offer professional installation services, ensuring that clients get the most out of their Inox Smart system. This also provides an opportunity for upselling additional security products.

Maintenance and Support: Regular maintenance and technical support can be bundled into service contracts, ensuring recurring revenue for your business.

Access Management Services: Some clients may prefer to outsource the management of their access control systems. Locksmiths can offer ongoing access management services, adjusting permissions, and managing user credentials as needed.

Building Long-Term Client Relationships: By offering Inox Smart, locksmith contractors can position themselves as forward-thinking security experts. This can lead to long-term client relationships, as clients will look to you for future upgrades and security solutions.

Marketing Inox Smart: Tips for Success

To successfully market Inox Smart to your clients, consider the following strategies:

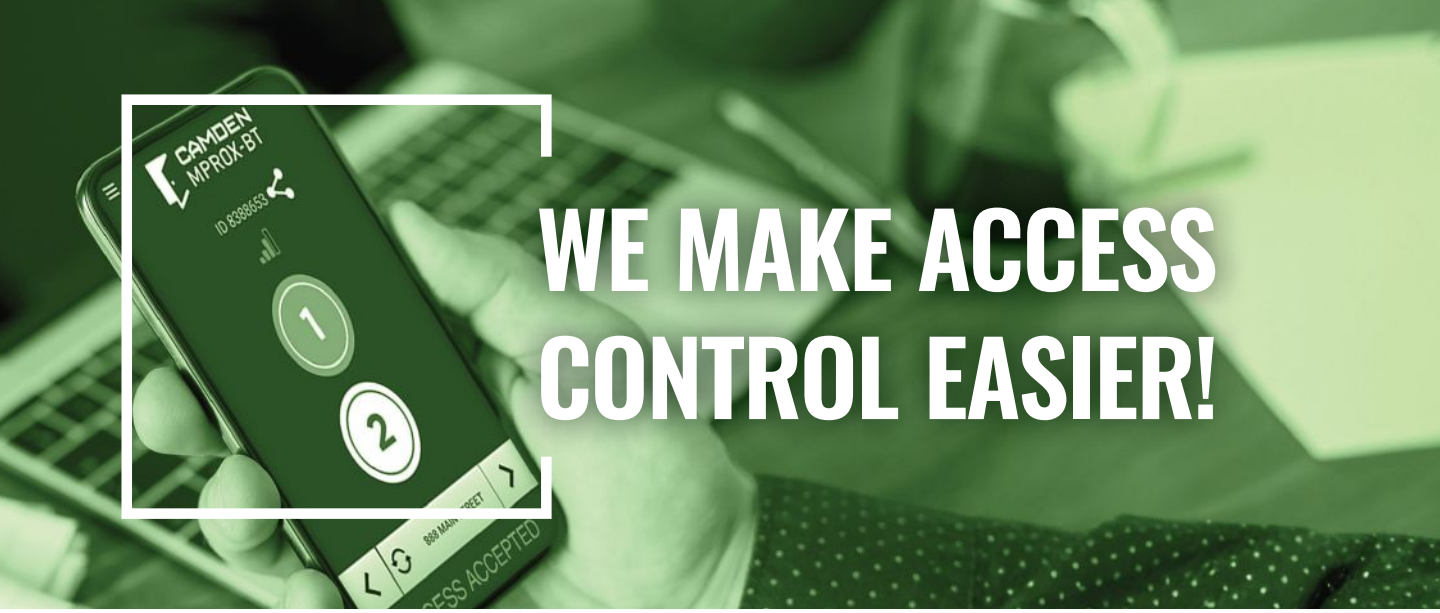
Educate Your Clients: Many potential clients may not be aware of the benefits of standalone access control systems. Conducting workshops, webinars, or providing informational materials can help educate your audience on the advantages of Inox Smart.

Leverage Social Proof: Showcase successful installations and satisfied customers through testimonials and case studies. This can help build trust and demonstrate the real-world benefits of the product.

Partner with Inox: Collaborating directly with Inox for marketing support and resources can provide you with additional tools to effectively promote the system.

Inox Smart represents a significant opportunity for locksmiths to expand their business and stay ahead of the curve in the competitive security market. By integrating this standalone access control system into your service offerings, you can tap into new markets, provide added value to your clients, and secure a steady stream of revenue.

Kelly Corbett CPP is regional manager for Inox, based in Nashville, Tennessee. For more information, visit www.inoxsmart.com



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CAMDEN DOOR CONTROLS

What's in a Deadlatch?

There is no practical or reliable way to overcome a malfunctioning deadlatch.

BY MICHAEL C. TRITEL

» Kwikset deadlatch with cover removed

» Deadlatch spring moves this tab to block main latch

A history of locks is easy to research, but finding the exact origins of a deadlatch is a bit more challenging. In fact, I couldn't do it. Other than learning that Hai Chaig from Hong Kong patented an *adjustable* deadlatch in 1990, the closest I got was a patent obtained by the Schlage Lock Co. in 1952 that describes *a deadlocking plunger for the purpose of preventing retraction of latch bolt by unauthorized means when the spring projected plungers are held in a retracted position by the surface of strike plate*.

I think that refers to a deadlatch. There isn't a locksmith out there who hasn't wondered what was going on inside the housing of that little contraption. When a deadlatch malfunctions and won't allow the main latch to retract (and the door is

» Schlage F lock deadlatch

» GL brand deadlatch with cover removed

stuck shut), you can try to pull the hinges, but more likely will end up breaking the deadlatch apart piece by piece and removing it through the bored 2 1/8" hole.

Deadlatches are "sealed" at the factory. They don't come apart, ever. After many years in the trade, my curiosity finally got the better of me, so I got out my Dremel tool and cut the covers off some of them.

Studying the internal parts, I came to several dissatisfying conclusions. First, there isn't a practical or reliable way to overcome a malfunctioning deadlatch. Do what you've been doing.

Second, a deadlatch would be impossible to reassemble. I can't imagine how they manufacture them. Although I can see how the parts work to create a deadlatch situation, it's amazing that they *do* work given how many times they're used. We've all seen old Schlage D deadlatches that work like new even after a million openings.

The three deadlatches I disassembled all used completely different designs. Take one apart yourself and see if you can find the subtle way in which these brilliant little devices work. Don't worry. You'll never have to put it back together!

Michael C. Tritel, the owner of Lively Locks & Dead Bolts, can be emailed at livelylocks.tritel@gmail.com

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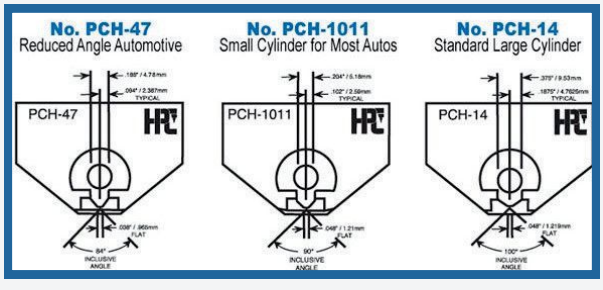

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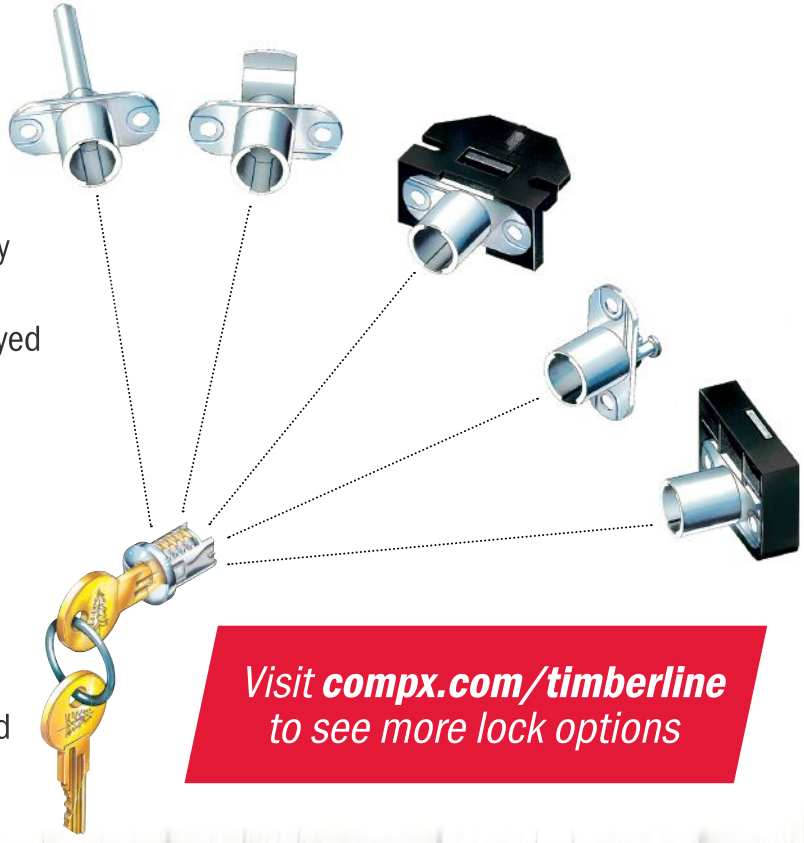

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GSX 2024 Wrap-up

Security manufacturers display their latest products and look ahead to 2025

BY PAUL RAGUSA

The GSX Show in Orlando, held Sept. 23-26, served as a sneak peek at new security products and trends for the coming year. Locksmith Ledger presents a compilation of some of these innovations from companies serving our market.

ASSA ABLOY

ASSA ABLOY made a splash with its robotic access control solution through a partnership with Boston Dynamics—a global leader in developing and deploying highly agile mobile Spot robots. The partnership enables Spot security patrol robots to unlock and open access-controlled automated doors autonomously.

» Robotic access control from ASSA ABLOY and Boston Dynamics

"As soon as Boston Dynamics presented us with the door access issue they were facing, we immediately jumped at the opportunity," noted Angelo Faenza, head of Digital Access Solutions, ASSA ABLOY U.S. "It's such a natural fit and has been a thoroughly symbiotic and successful collaborative endeavor. Security solutions, after all, are what we're all about. It's always a pleasure and privilege to work with such an exciting technology innovator like Boston Dynamics."

Equipped with PTZ industrial video camera, thermal, and audio sensor payloads, Spot robots provide continuous monitoring, streaming live data back to command centers, freeing up valuable personnel to focus on other vital security duties. Until now, however, the word "autonomous" didn't apply to Spot's ability to open access-controlled doors easily.

With embedded digital access credentials that communicate via Bluetooth with Signo readers from HID, an ASSA ABLOY Group brand, Spot can freely pass through compatible automated doors to patrol the exterior of facilities or to transit interior secured openings.

"Our partnership with ASSA ABLOY quickly resulted in the creation of a logical and practical solution to overcome what was originally a tricky problem," says Tim Dykstra, director of Strategic Partnerships and Channel Sales for Boston Dynamics. "Today, ASSA ABLOY has made it incredibly easy for Spot to go where it needs to in order to perform its critical autonomous security patrols."

Faenza said the company is always excited to show of its newest technology at GSX.

"Like ISC West, GSX is incredibly valuable to us and all those attending," Faenza says. "It's a great way to connect with each other, see what's new, or take another look and explore the benefits and details further. There's always someone who is looking to solve a door or access control problem that we can help them with. In the past, we've closed some of our largest projects on the GSX floor. So, we're always incredibly excited to participate and attend."

The company showcased its complete range of door security solutions, from specialty doors and frames and intelligent access control locks to smart lockers, IP video door stations and facial identification.

Key products included:

- Adams Rite MS1950P Series MS Deadlock**:** The stainless steel MS1950P Series MS Deadlock utilizes a laminated stainless-steel bolt, now with enhanced security features, to provide maximum

security for a single leaf narrow stile aluminum door.

- Ceco Door / Curries Adjustable EMI-RFI/STC 50 Shielding Assembly: The EMI-RFI Shielded Door Assembly reduces the possibility of electronic interference by blocking unwanted electromagnetic waves from interfering with other circuits or devices in healthcare, commercial, or government applications.
- Control iD iDFace: iDFace is ideal for monitoring and controlling people entering and exiting a building with the use of facial identification technology.
- Corbin Russwin / SARGENT IN100 Aperio Wireless Lock with Keypad: Now available with keypad for two-factor authentication, the IN100 allows facilities to leverage existing security infrastructure to expand their access control coverage more quickly, easily, and affordably.
- Corbin Russwin / SARGENT Mortise Lock with Motorized Electric Latch Retraction (MELR): With rapid latch bolt retraction and enhanced accessibility features, these locks redefine intrusion standards, ensuring seamless operation and peace of mind.
- HES 9100 Series Surface Mounted Electric Strike: The HES 9100 Electric Strike for Tubular Vertical Rod Exit Devices introduces superior efficiency for single glass door applications. With its low-profile design, the 9100 ensures simplified retro-mounted installation, eliminating the need for frame alterations.
- Medeco eCLIQ: The Medeco eCLIQ Spark Key represents the future of key technology, creating a new era of access control. The first battery-free eCLIQ key generates its own energy, ensuring power self-sufficiency for both key and cylinder. With advanced data encryption and manipulation protection, the Spark Key is a convenient, cost-effective security solution.

Looking at the strongest growth verticals, ASSA ABLOY continues to increase its work with schools.

"We continue to see growth in the education sector as K-12 schools focus on creating safer, more secure learning environments where unified solutions are enhancing the integration and effectiveness of access control technology, video surveillance, analytic software, and AI to better intercept potential trouble," Faenza points out.

"Growth also continues at college campuses as universities address the growing demand for student housing and mobile credentials, their interest in the potential of facial identification, and the need for more and more smart locker systems."

Visitor management access solutions and partitioning of sensitive areas in healthcare facilities is also increasingly critical, he says, and senior care and multifamily segments remain quite strong. In addition, condominium, apartment complex, and mixed-use development "continues at a steady pace due to the single-family housing inventory shortage, high prices, and high mortgage rates," he adds.

Data centers are also a major focus for ASSA ABLOY.

"Their vital role in today's connected world means security is of the utmost importance," Faenza explains. "Consider the increased need for perimeter protection, hardened openings, specialty doors with EMI/RFI shielding, and discrete access control requirements, especially for colocation datacenters."

The explosion in the number of data centers prompted the company "to create a cross-divisional task force to specifically focus on the needs of this vertical," he adds. "We offer excellent solutions and products across all of ASSA ABLOY's divisions that are well-designed for this category. For example, Ameristar is very active in this space with its attractive high security fence systems, bollards and engineered gate solutions for protecting perimeters."

Newer product lines within ASSA ABLOY's Door Security Solutions division include Luxer One smart lockers, which are being increasingly deployed on higher education campuses and office buildings as well.

"This is yet another application where secure and convenient door and access control solutions extend beyond traditional openings," Faenza pointed out. "We also now offer DoorBird intelligent video intercom systems that fit so well into multifamily properties and integrate seamlessly with ASSA ABLOY ACCENTRA Access Control making user database management even easier. They are also ideal for K-12 schools."

» **ASSA ABLOY's GSX Booth**

Control iD's iDFace, a high-performance facial identification solution, is "getting noticed as a biometric credential especially by university and high school athletics departments where carrying keys, cards, or even mobile phones is impractical and less secure when needing to enter secured courts, fields, and stadium entrances," Faenza explains. "It's really opening up exciting, new conversations among a variety of people from consultants and channel partners to end users."

Centrios, a new brand within the ASSA ABLOY family, is a unique solution designed from the ground up to deliver "radically simplified access control for the small and growing business market,"

Securing the Perimeter

School security starts well beyond the door. A wealth of companies showcased their perimeter security barriers at GSX 2024.

Ballistic Barrier Products displayed bullet-resistant door shields, curtains, panels, and barriers.

"People are fearful," says David Hildner, Sales and Business Development at Ballistic Barrier Products. "Geopolitical tensions and divisions alongside conflicts overseas have been driving a lot of demand for bullet-resistant products."

Most of this demand comes from religious and government organizations, as well as residents in higher-end neighborhoods, though there has been a sharp uptick in schools seeking the company's custom-made shields to defend their students. The window shades and door treatments are made-to-order and meant to fit into existing structures without modifying them, a design philosophy that allows for environmental camouflage that allows students, workers, and residents to continue business as usual without feeling "on edge."

"They are much less invasive and can be colored and decorated as needed, allowing them to easily meld into the environment," Hildner adds. "Our market focus is on existing structures where glass is prohibitive; you don't want to have to tear apart the building to hold its weight. By allowing custom fits, we can fit into all of the idiosyncrasies of space, heat, ducts, or ventilation in different areas."

The company's bullet-resistant, roll-up door shields and window shades showed this design philosophy firsthand, with a lightweight appearance and multiple colors available to customize with when placing an order. Similar to window shades, the Kevlar rolls easily retract as necessary, locking into mounts that sit at the end of the protection zone. This function is controlled by the user via wall switch and wireless remote control or can be connected to an existing alarm system.

Avient Corporation displayed its ThermoBallistic and GlasArmor ballistic and blast-resistant composite panels, designed for critical infrastructiure, schools, government buildings, military structures, and other critical assets. Thermally formed with e-glass and thermoplastic resin, Avient's bullet-resistant variants offer lightweight alternatives to fibers like Kevlar while meeting the UL 752 Level 3 ballistic rating. Powers emphasizes the anti-ricochet capabilities of the product; its composite matrix retains projectiles to prevent additional injury.

Bullistic Barriers showed its series of bullet-resistant fences and barricades. Designed for aesthetics and ease of deployment, Bullistic's barriers come with artistic accents and are shipped pre-assembled. They also come with integrated crash resistance and are engineered to withstand bullets and wind load while negating the additional hazard of bullet ricochet.

Of particular interest to Glick are schools, which have begun funding efforts to reinforce their playgrounds against stray bullets and other unwelcome fire. "There are kids at risk and not enough funds to put strong security in place," said Amos Glick, Manager of Bullistic Barriers.

To remedy this, Glick emphasizes the company's efforts to help school administrators and security teams find the most financially viable solutions. Perimeter fencing is expensive on its own, and few schools understand the magnitude of funding required to invest in full-protection ballistic barriers. "We want to protect our kids and provide a safe harbor for them, but the grant process feels as complicated as it can be," he says. "Our job is to help administrators through that process, but it's a difficult road ahead."

3B Protection, a Florida-based ballistic company servicing the government and utility industries, partnered with Convergint to unveil patent-pending

» **Ballistic Barrier Products window shield**
SAMANTHA SCHOBER, SECURITYINFOWATCH.COM

security column technology designed to safeguard critical infrastructure.

"The way perimeter security is accomplished is by trenching," he elaborates. "Concrete pads, poles, it's all very costly critical infrastructure. We have a new solution that allows teams to bypass all of that," stated Brent Warzocha, Convergint's Business Development Manager.

The wall itself is used as a support for other security elements, eliminating the need for trenching and other installations. 3B's partnership with Convergint also allows for the integration of Convergint's equipment directly into the wall system. It also carries a K12 crash rating and can withstand vehicle impacts up to 50 miles per hour.

360 Ballistics LLC displayed its Amidon ArmorBlock and Amidon Shield products. ArmorBlock consists of concrete masonry units filled with the company's High Performance Shock Absorbing Material. The fill pairs with ArmorBlock to create a bulletproof environment.

Also on display was Amidon eShield, an electromagnetic fabric meant to couple with ballistic materials to defend against electromagnetic attacks.

— Samantha Schober

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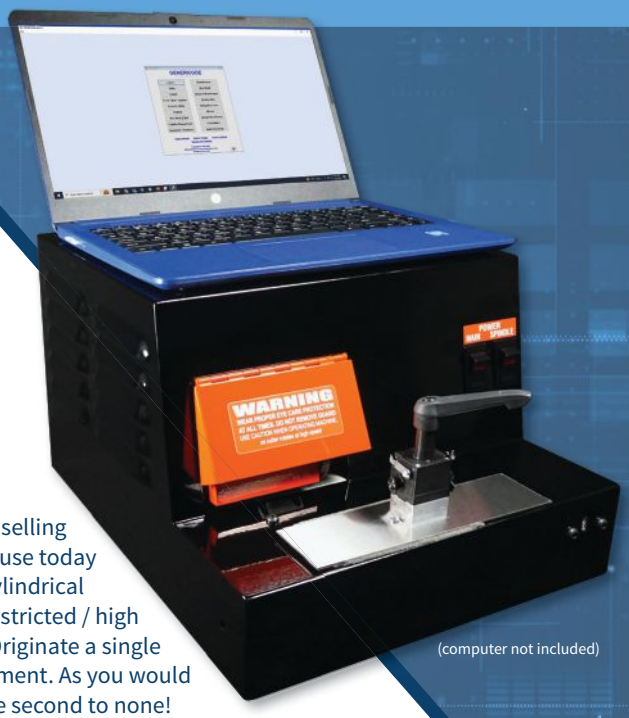

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he adds. "Cloud-based, it features an easy-to-use Centrios mobile app that connects to Centrios smart readers and locks, which makes it seamless to set-up and manage employee and visitor access."

Traka

At the Traka booth, the company highlighted its latest offerings in key and asset management, and how its new offerings address current market needs and trends. Key and asset management solutions from Traka are integrated with a variety of security systems and platforms and can help various industries save money through improved security, monitoring and tracking of physical keys and assets. On large campuses with multiple buildings and operations, for example, key management is of the utmost importance.

"When you're dealing with a large campus with potentially hundreds of buildings, the cost of losing one master key to rekey the whole campus is in the six figures," said Hector Melendez, Technical Director, Traka Americas. "When you integrate these solutions not only do you get the prevention of loss of keys, but you also have the ease of auditing—knowing where those keys are at all times—and making it simpler for your employees to use those keys."

dormakaba

Both Alvarado and dormakaba highlighted access control products and solutions.

"This year in the Alvarado booth we are focusing on a layered security theme," explains Matt Beach, Product Marketing manager, Alvarado. "We want to focus on the 'no single solution' storyline and educate potential and existing customers on the benefits of layering your security solutions."

Examples of layered security include:

- Using a preventative, full-height security turnstile at the perimeter that can be easily integrated into an existing camera system.
- Installing optical detection security turnstiles within the lobby or elevator bank with an onsite guard or receptionist.
- Installing a preventative personal interlock, security revolving door or an interior full-height turnstile for interior "high-risk" areas like server rooms, labs, and archive storage.

"All of these layered solutions would integrate into the facility's access control system," Beach notes.

Alvarado demonstrated the new GateKeeper Kiosk, which is an additional option to its GateKeeper Turnstile Configuration Software. "The GateKeeper Kiosk sits next to an optical turnstile installation and gives facilities the ability to make configuration changes to the turnstile, such as free entry, bi-directional monitoring, free exit, etc., on the fly without needing to log in via a desktop computer, laptop, or tablet," he explains.

» Traka line

» dormakaba/Alavarado booth

Alvarado is also featuring its "most popular products on display," Beach adds, including the SU5000, Argus 40, and Argus V60 Optical Turnstiles as well as its MST full height turnstile. "We are also featuring a biometric integration with an Alcatraz Rock biometric reader installed on the MST. This is the first time we will be demoing a full height turnstile with facial recognition."

dormakaba anticipates a lot of interest in its RCI 3525 Series Rack Handle lock functioning within a networked access control environment from data center customers. The company gave a full demo of the lock in context and integrated with Keyscan access control systems.

The following are the access control solutions featured in the dormakaba booth:

Keyscan Access Control Systems are powered by Keyscan Aurora software. This software is renowned for its ability to integrate with many third-party security systems.

- Video Management: Demonstrating Milestone integration at the show along with Axis digital IP cameras.
- Wireless Locks: Aurora seamlessly integrates with E-Plex series wireless and standalone locks.
- Readers and Credentials: Keyscan Aurora can function with a multi-

tude of 125kHz standard frequency, 13.56MHz high frequency, 933MHz Ultra-high frequency range of readers and credentials.

- Telephone entry and other specialty services such as XpressEntry mustering systems.
- RCI Electronic Controls including RTE (request to exit) switches/push-buttons, touchless actuator switches, electric strikes, electromagnetic locking devices and much more that function seamlessly with Keyscan and Alvarado solutions as well as a variety of network or standalone access systems.
- 3525PRX Rack Handle Lock: Ideal for IT environments. It keeps rack server cabinets secure and integrates and functions with dormakaba (Keyscan) credentials and other electronic access control systems.
- YD30 Electronic Locks: Designed to secure commercial and residential single and double acting doors. It can be implemented with Keyscan or a stand-alone RTE access system.
- 910TC Touchless Actuators: Provide functional control with a selection of options for momentary release, maintained release, time-delay, or emergency release of all entrance/exit points including Alvarado.

Multi-family access systems Community software integrates with Keyscan Aurora Software as well as a multitude of RFID locks—namely Saffire, readers, credentials, and accessories. An important focus for multi-family housing at this show is RVM (Resident Visitor Management). An integrated solution offered through the Community and Keyscan Aurora software

The verticals Alvarado is primarily focusing on this week at GSX are corporate, education, healthcare, government facilities, and warehouses.

"We are also putting a focus on both our end-user and integrator personas for these verticals," Beach points out. "As far as strong growth, warehouse/distribution centers are our strongest vertical where we see purchasing of full-height turnstiles like the MST and CLST."

For Alvarado products and solutions, this year he says the company will be restructuring its full-height product line to make it more cohesive and will launch sometime in early 2025. "We are also exploring new selling opportunities for data centers to keep up with demand driven by generative AI applications," he adds.

"The security industry is vast and there is no single solution for any given threat, which is why simplified integration and installation remain an important focus among our most common customers—security integrators and end-users," Beach says. "To stay relevant in the industry, security manufacturers like Alvarado need to not only highlight our product features and applications, but also how we are able to integrate with other third-party security products to create a total security solution for a facility."

» Napco booth

NAPCO

NAPCO's Rob Etmans gave a preview of an upcoming product launch, MVP Cloud Access. Etmans says this cloud-based electronic access control system will use the company's existing hardware and will be able to handle anything from a small business to an enterprise access control system.

Cloud-based access control means the system doesn't need an onsite server and can be maintained remotely. "The benefits of cloud are numerous. But for the end user, the biggest cost-effectiveness for them is going to be that there's less overhead," Etmans said.

Also at GSX, Etmans was displaying NAPCO Access Pro and its E-Access web-based access control. "The software is in the panel. It's very easy to set up. It's designed for small business and it works perfectly. It's very easy to use."

Peter Lowenstein was displaying the popular Alarm Lock Trilogy lineup. "This is a simple product, tried and true. It works and has featured the same design for many years and it's cost-effective as well," he said.

» Alarm Lock showcased its new black matte finish

The newest development is not function, but finish. Lowenstein noted that Alarm Lock just added the 19-Matte Black finish to its locks.

Also on display was the Air Access cellular-driven electronic access control system, which enables access control in remote locations where Wi-Fi is not available, Lowenstein noted, adding that "everything seems to be migrating to the cloud."

» The ASIS Technical Committee gave an update on their proposed school security standard, still in the review process

A 'Roadmap' for School Security

Proposed ASIS Standard addresses physical security, behavioral threat assessment management and emergency operations planning

BY EMILY PIKE

At GSX 2024, committee members gave an update on the proposed ASIS School Security Standard, still under public review and likely to be released in the second half of 2025. It was developed by 50-plus industry experts and reflects a multi-hazard and disciplinary approach from a variety of professions including school administration, security, architectural design, mental health, behavioral threat assessment, facilities management, life safety, emergency management, law enforcement, crisis communications, business continuity, and legal.

Unlike ANSI/BHMA lock standards, this ASIS standard will not mandate certain locks or door hardware. Rather, it is the accumulation of extensive research and best practices for K-12 schools. The standard is billed as a toolbox that can be adapted for different schools' individual needs.

The briefing featured a presentation by a panel of five experts who worked on the development of the proposed standard.

- C. Joshua Villines, CTM, CPP, PCI, PSP | Executive Director, HUMINT Group
- Drew Neckar, MBA, CPP, CHPA | Principal Consultant, COSECURE Enterprise Risk Solutions
- Guy Bliesner | School Security Analyst, Idaho State Board of Education
- Jeffrey Slotnick, CPP, PSP | President, Setracon Enterprise Security Risk Management Services
- Michael Rozin, CTM | President, Rozin Security

"Our aim in initiating this project was to create a solid framework, based on enterprise security risk management principles, that will assist all schools in developing an appropriate risk-based security program that blends leadership, risk assessment, policies, procedures and practices, physical security, behavioral threat assessment and management and emergency response principles to provide tools for those schools that they can pick up and apply effectively in their own environment," Neckar explained.

A Starting Point for Schools

"We're here today because we all know that violence in schools is a serious problem. It's heartbreaking when students or teachers are hurt or killed. These tragedies shake our faith in school safety and disrupt learning. What's frustrating is that many of these incidents could have been prevented if we had better systems in place," Slotnick stated. "Right now, if a school wants to improve its security, it's hard to know where to start. There's a lot of advice out there but it's scattered and sometimes contradictory."

The standard provides information on:

- How to set up and run a best-in-class security program
- How to help schools perform a security risk assessment to identify potential threats, vulnerabilities and consequences
- How to create and practice emergency response and emergency operations plans
- How to make schools, buildings and grounds safer
- How to train staff and students on safety procedures

"We're not just focusing on how to respond when something bad happens. A big part of our standard is about prevention, creating a school environment where everyone feels safe and supported and where potential problems can be spotted and addressed early," Slotnick said.

This includes preventing workplace violence, making school buildings safer through smart design, using integrated technology effectively to enhance security and planning for emergencies and practicing those plans, as well as helping schools recover after an incident.

All the participants used the term 'roadmap' to creating a safer learning environment while stressing that the standard will be flexible enough to help all schools, taking into consideration their size, location, culture and budget while trying to create a comfortable learning environment.

Behavioral Threat Assessment

Three specific "annexes," or sections of the standard were addressed: behavioral threat assessment management (BTAM), emergency operations planning and physical security.

The purpose of the threat assessment annex to the school security standard is to keep educators from having to create answers to questions that we already have answered with decades of research, stated Villines.

Creating this annex, Villines said he had one common scenario in mind: a school official has been told by their board that they are required to take on threat assessment responsibility. They are told that they MUST create a behavioral threat assessment team but they are not familiar with the thousands of pages of research, hundreds of government guidelines, board certifications or relevant disciplines.

"We've taken our experience with that scenario—starting from nothing, starting from scratch — and created an annex built around our real-world experiences and also based on current, cutting edge, peer reviewed research. The result is a very practical guide that walks school leaders through multiple processes," he explained.

Topics include:

- How to create a BTAM Team
- How to write effective policies and procedures
- How to find and implement meaningful training for BTAM team members
- How to identify persons of concern
- How to get community participation
- How to assess and manage persons of concern
- How to build healthier communities that are designed to reduce the risk of violence

The BTAM Annex to the School Security Standard gives practical, clear answers to these kinds of questions:

- What kind of special training does the BTAM Team need?
- What kind of things should be reported to the BTAM Team?
- Once a report is made, what is the next step?
- If we realize someone's behavior indicates a risk of violence, how do we reduce that risk?
- What types of records should we keep?

These answers are not punitive or disciplinary because those approaches have been found to increase the risk of violence without addressing the underlying issues, he noted, explaining that punishment, suspension or expulsion can create even more anger and likelihood of a violent incident.

Emergency Operations Plan

Like the other sections of the standard, the Emergency Operations Plan can be adapted to address the individual needs of individual schools. "This document is not and never was intended as a template. We purposely avoided a search and replace, 'plan-in-a-can' approach. The radical differences in exposure, location, building design and a dozen other factors preclude a universal, one-size-fits-all emergency operations plan," stated Bliesner.

Considerations include:

First responder response times. While emergency personnel may be only 3 to 5 minutes away in an urban/suburban environment, it can take as long as 30-45 minutes for emergency response

» **C. Joshua Villines, CTM, CPP, PCI, PSP, addressed the Behavioral Threat Assessment Management Annex**

» **Drew Neckar, CPP, co-chair of the ASIS technical committee devising a School Safety Standard, provides an update on the proposed measure at GSX 2024.**

» Michael Rozin, CTM gave an update on the Physical Protection Systems and Measures Annex

to a remotely located, rural school. The planning required for those two are radically different.

Available staff and their specific skillsets. Some may have first aid training, for example,

Functional needs of students and staff. Students with physical and/or cognitive impairments will need extra help.

He also advised school security officials to take a multi-hazard approach, rather than focusing exclusively on active shooters. Often the active shooter approach dominates the discussion, which is understandable; that would be a school's worst day. Thankfully, these types of violence are high impact but largely low frequency.

"In my 30 years of experience, I've been involved in the response to one school shooting. In that same period of time, I've been involved in the response to literally hundreds of more mundane types of emergencies that happen day-to-day in a school," Bliesner said.

More common events include playground injuries, medical issues for staff and students, severe weather, wildfires. Schools face these kinds of emergencies every day.

Schools need implementable, trainable and sustainable plans. Because they generally have limited time to focus on training, the plan cannot be overly complex and must be easily implementable to move the school from normal operations to a safe condition.

Having a great plan is not the goal; having a great response is the goal, he added. "Our guidance addresses prevention first, mitigation, response and recovery. The plan should address all four of those phases."

Physical Protection Systems and Measures

The Physical Protection Systems and Measures Annex focuses on three core areas: security operations, technology and physical measures. Each category offers a systematic approach to mitigating threats, both external and internal.

"I believe targeted violence in school can be prevented with effective security measures, a framework of actionable, tangible security measures designed to address various security risks that schools face," Rozin said.

This annex provides schools with steps to take to address vulnerabilities before they lead to tragedies, and aims to close clear gaps in school security that have led to past incidents

Key elements:

Creating a culture of security awareness and preparedness. Well-trained security personnel should be able to effectively manage relevant security risks in their schools. The standard offers guidelines on staffing levels and training standards for school security personnel.

Routine security protocols. Ensure that all school staff members understand their role in maintaining a secure environment. Security is truly everyone's responsibility.

Behavioral threat detection, which applies to both security and non-security personnel. Training staff to recognize behavioral indicators will increase the chances of identifying potential actors early and intervening before incidents occur.

Rozin also addresses physical security measures. "The school's physical security structure is a critical line of defense. This means, in simple terms, layering various security measures to achieve the goals of deterrence, detection and delay. Multiple physical security measures, working together have the best opportunity to prevent a security incident," he said.

The standard looks at key areas, such as perimeter protection, ensuring the schools' boundaries are secure and clearly established. This includes fencing, gates and vehicle control measures.

Playgrounds, athletic fields and other outdoor spaces have their own security considerations. This involves addressing areas where intruders could hide or place a device undetected. Clearing out hiding spaces and installing perimeter lighting can help.

Technology plays a role too. "Schools can leverage modern tools to supplement their physical and operational security measures. Video surveillance, for example is critical in providing real-time monitoring and detection and, at times, forensic review," Rozin said, adding that the standard offers digital best practices on how to use surveillance systems to cover high-risk areas like entrances, playgrounds and parking lots.

Other important security aids include emergency communications systems that connect directly to first responders, integrated active threat response systems, access control systems, public address systems, visitor management systems and mass notification systems

"Schools are complex environments, and they face a wide range of security threats, both internal and external. Annex A was designed with flexibility in mind to provide schools with a clear path to self-assess their current security measures against best practices as defined in the standard, helping them to identify their gaps and take steps to gradually address them. Schools don't have to start from scratch or re-invent the wheel … it's a strategic framework that can change how schools approach security," he concluded.

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Automotive Training Opportunities

Automotive locksmithing has entered a new, high-tech era. No longer are locksmiths making a living by purchasing a few basic tools, unlocking cars and duplicating keys. In today's world of sophisticated electronics and pricey equipment, locksmiths need specialized training. Here are some options in the coming months. Please note that pre-registration (and often pre-payment) are required.

Check with your local distributor and the manufacturers of your equipment for additional opportunities.

2025 Trade Shows

March 12-14: 2025 Locksmith Pro Expo

Sponsored by Key Innovations and UHS Hardware, the 2025 Locksmith Pro Expo will be held March 12-14 at the Sheraton Dallas-Fort Worth Airport in Dallas. The show will include two days of education on March 12 and 13, followed by the March 14 tradeshow.

Registration opening soon at **https://bit.ly/3YLEPH5**

May 14-18: IAAL 2025 Auto Lock Show

From the International Association of Automotive Locksmiths: Rev up your engines and zoom over to Cedar Rapids, Iowa, on May 14-18, 2025, for the ultimate car locksmith and security shindig! Get ready to revamp your skills with a lineup of automotive locksmith classes from rookie to pro level.

Whether you're a rookie or a seasoned pro, this event is your pit stop for growth. Rub shoulders with industry gurus, mingle with fellow locksmiths, and stay on the fast track in the world of car locksmithing.Three full days of education will be taught by the best in the business. The show will also include a Friday evening Expo with Kickoff Party and Saturday Expo with lunch on the Expo Floor.

Stay tuned for more information at **https://www.aloa.org/iaal/iaal-home.html**

Keyline TV

Check out Keyline USA's videos for training and tips on using their key machines. Keyline Gymkana 994 videos include:

- Decode and cut Honda and Mazda keys
- Cut by code of Audi key. Decode and cut of Volkswagen key.
- Gymkana 994 overview

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NASTF Update

NASTF's Scan Tool Validation Program has taken effect, making registration required to get key information from auto dealers via NASTF. Participating locksmiths now must purchase a NASTF VSP ID to use a scan tool to perform security functions such as:

- Add A Key
- All Keys Lost
- Immobilizer Functions
- Any other process that the OE determines to be security related

Locksmiths are still responsible for verifying ownership of the vehicle but will not need to fill out a D1. The NASTF software will handle that process behind the scenes.

Fees and a tedious application process are required. A two-year subscription costs $325, includinga $100 non-refundable background investigation.

Once the application has approved, the user receives a designated identification number and authentication token allowing access to secure automotive information including programming and codes.

Watch the Texas Locksmiths Association's NASTF forum at www.facebook.com/TexasLocksmithAssociation. ohttps://www.facebook.com/TexasLocksmithAssociation/videos/860813862687254

For more information, visit www.nastf.org

Keyline USA's extensive library of videos on all their key machines and transponder program can be vired at Keyline TV, www.keyline-usa.com/en_US/keyline-tv, or on Keyline's YouTube Channel.

American Key Supply Locksmith Academy

American Key Supply's Locksmith Academy has set 2025 dates for some its popular classes at its Las Vegas headquarters.

Classes and dates include:

- **Hands-On Lishi Training**, Feb. 27, May 1, June 5, Sept. 25, Oct. 9 and Oct. 23.
- **Auto Locksmithing for Beginners**, Feb. 28-March 1 and Sept. 27-27
- **Soldering & EEPROM**, March 21-22
- **Auto Locksmith Training Blitz**, April 3-5 and Sept. 26-27
- **IM608/AutoProPAD/J2534**, May 2-3
- **Jaguar/Land Rover Locksmithing**, May 16-17
- **Automotive Locksmith Company Ownership Growth & Success**, June 6-7
- **Mercedes & BMW Locksmithing**, Aug. 22-23
- **Motorcycle Locksmithing**, Oct. 10-11
- **VW/Audi Locksmithing**, Oct. 24-25
- **Advanced Troubleshooting & J2534 Module Programming for Automotive Locksmiths**, TBD

More info: americankeysupply.com/education

UHS Hardware On-Demand Courses

The following recorded, on-demand training sessions can be purchased from UHS Hardware. For more information, visit https://www.uhs-hardware.com/collections/online-education

- **Auto 101—Complete Automotive Locksmith Course**

This class is designed to give a detailed overview of the Automotive Locksmithing process from start to finish using a variety of key cutting and programming tools like the Xhorse Dolphin XP-005, Xhorse Key Tool Max and KeyTool Plus, Autel IM508, KEYDIY KD-X2, and more.

- **Automatic Edge-Cut and High-Security Lishi**

This self-paced course is made up of a series of lessons designed to familiarize participants with the anatomy and use of edge-cut and high-security Lishi tools.

The course can be completed in 3-4 days but you will have unlimited access to the materials.

- **Toyota System 2019+ Key Programming With Autel, Lonsdor & Key Tool Plus Course**

This class is designed to give a detailed overview of the 2019+ New Toyota System Key Programming on a variety of different models using a few different programming machines. You will be covering adding a key using a dealer code, another key or an emulator in all keys lost situation.

- **BMW Key Programming Using Xhorse Key Tool Plus**

This class is designed to give a detailed overview of the BMW Key Programming on a wide variety of different models using VVDI Key Tool PLUS Tablet - All In One Key Tool. You will be covering a few different systems like EWS, CAS, ISN and FEM/BDC. Depending on the model and year BMW you are working on you will run one of these systems. Learning how read them, unlock them and add keys to them whether through soldering or the use of adapters will allow you work on a multitude of models starting from the first EWS System in 1993 to modern CAS 4/4+ today.

- **Automotive EEPROM And Advanced Key Programming**

This EEPROM course teaches locksmiths key programming and immobilizer bypass for modern vehicles. Through video lectures and demonstrations, students learn to use a wide range of tools and software like the VVDI Key Tool PLUS Tablet, Xhorse VVDI PROG, TANGO, and VVDI Mini PROG to read immobilizer data from vehicle ECUs and program transponder keys.

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ASSA ABLOY Acquires Level Lock

» ASSA ABLOY has acquired Level Lock, a technology solutions business based in Redwood City, California.

"I am very pleased to welcome Level Lock into the ASSA ABLOY Group. This acquisition is an exciting technological addition to the ASSA ABLOY Group and will provide complementary growth opportunities," says Nico Delvaux, President and CEO of ASSA ABLOY.

"The acquisition of Level Lock complements ASSA ABLOY's technology portfolio and strengthens our digital offering across multiple businesses in the Americas division," says Lucas Boselli, Executive Vice President of ASSA ABLOY and head of the Americas Division. "Their innovative platform provides an easy transition from mechanical locking to digital access solutions with minimal effort."

Level Lock was founded in 2016 and has some 70 employees. Sales for 2023 were approximately $16 million. Level Lock products are sold direct and through consumer retail outlets.

Level Lock will operate as an independent brand and subsidiary of ASSA ABLOY, according to Level Lock founder and CEO John Martin. Level's multifamily platform, known as Level M, will continue to operate as a standalone entity under the new name Ambient Property Technologies. Under this new structure, Ambient will focus exclusively on delivering the next-generation platform to multifamily customers.

» Level Lock, smartphone operation

» Compatible with smartwatch

"Eight years ago, Ken and I founded Level Home, Inc. to create innovative home products that brought families together by simplifying their everyday lives while still respecting the design integrity of their home. We built a company with immense engineering, marketing, and design capabilities that thrive to this day. We brought to life the Level Lock and expanded into the multifamily space, creating Level M, the most reliable and technically advanced platform of its kind. Today, we are taking the next steps on this exciting journey," Martin said.

Return of 8300 Series Door Operator

» ST. LOUIS — Hager Companies announces the return of the 8300 Series Low Energy Automatic Door Operator. Through an acquisition with the original manufacturer of the Tucker Auto-Mation SW19, Hager has solidified the ability to ramp up production of a popular product in the automatic door segment. This acquisition also reaffirms the company's commitment to U.S. manufacturing and its Division 8 Contract Hardware Distributor partners.

"This is an exciting venture for Hager Companies that gives us direct operational control of an important and growing product offering. We are thrilled to be in a better position to support our current customers and their efforts to service the automatic door segment." Said Bob Wilkins, SVP, Marketing & Product Development

Once the transition is complete, Hager Companies will resume 8300 Series Low Energy Automatic Operator assembly operations in St. Louis, Missouri. Since its introduction in 2019, the 8300 Series

has built a reputation based on quality and value that will continue to grow with Hager's ownership.

"As we celebrate 175 years in business, I am thrilled that we are talking about electrified products and automatic operators as it shows just how far Hager and technology have come over the years", stated Johnston Hager, President and Chief Operating Officer, adding "At the same time, it is great that we are getting back to our roots and re-introducing production in the St. Louis headquarters."

For additional information, visit www.hagerco.com/electrified-hardware/low-energy-power-operators/8300-series

A Course in Security with Guy Grace Part 1 - Security Orientation
Door Security Solutions
A Course in Security
with Guy Grace

» **New school security video series**

New Video Series: A Course in Security with Guy Grace

» In response to the ongoing concern surrounding school safety, ASSA ABLOY has launched *A Course in Security with Guy Grace*, a timely and informative three-part video series designed to provide schools with actionable solutions for enhancing security.

As schools across the country work to strengthen safety measures, this series offers a deeper understanding of the main facets of school security and the proactive steps to help create a safe, more secure learning environment.

In the first video, Guy Grace, a school safety advocate and expert, is joined by Michael Garcia, HID Global. and Robert Cardente, ASSA ABLOY Door Security Solutions New England. They explore security preparedness in K-12 schools, the importance of comprehensive access control, and the broader benefits of safer learning environments. Watch the first video at www.assaabloydss.com/en/support/library/pages/course_security_guygrace_security_orientation

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Genetec Launches Operations Center Work Management Solution

» MONTRÉAL — Genetec Inc. announced the launch of Operations Center, a cloud-based work management solution designed specifically for physical security operations. Available as part of Security Center SaaS, or as a standalone product, this new solution is specifically designed for security operations professionals and will revolutionize the way physical security teams collaborate, communicate, and manage their tasks.

Genetec Operations Center addresses the operational challenges faced by Security Operations teams, which often rely on spreadsheets or disconnected work management tools designed for IT or other departments. These fragmented systems can impede their efficiency and collaboration. Operations Center solves this by integrating security dispatching, work ticketing, and activity tracking into a single platform. This unified approach enables users to manage tasks more effectively, maintain real-time visibility of their operations, and collaborate seamlessly across teams.

"Security operations put in substantial effort to guarantee a secure day, one where everything runs smoothly without anyone noticing. Yet, they frequently lack the necessary tools for effective performance," said Christian Morin, Vice President of Product Engineering, Genetec Inc. "Operations Center was created in close collaboration with security professionals specifically for their use. It aims to break down silos and enhance security operations, enabling them to work more efficiently and collaborate effectively across the organization."

Operations Center is more than just a task management tool; it's a comprehensive solution that is designed to better manage resources and assets. It is built to enhance every aspect of security operations through an intuitive web and mobile interface that connects teams globally. Tasks and projects are managed on customizable boards that visually represent workflow stages, offering a clear overview of progress and enhancing situational awareness for real-time collaboration. This ensures that the right person, equipped with the right tools, is assigned to the right task, thereby improving efficiency and the quality of work.

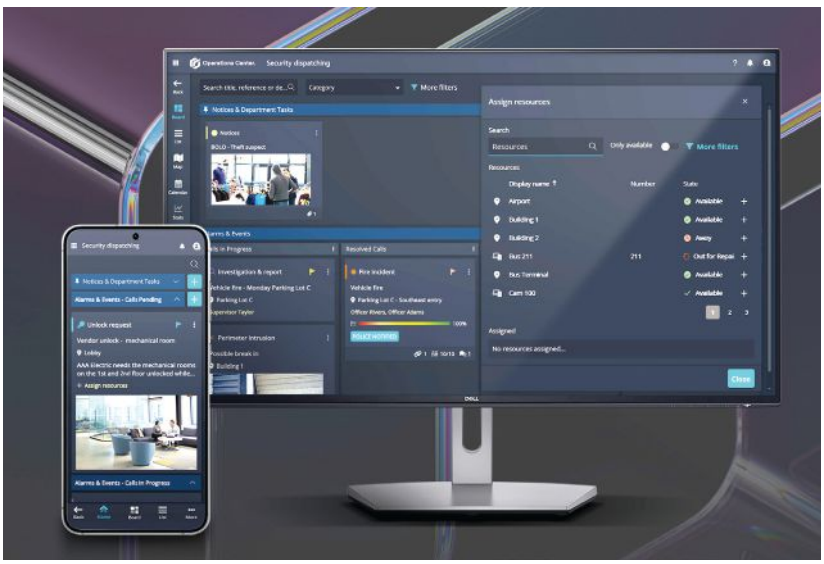
By providing a detailed checklist for each task, Operations Center helps guide security officers in the field to their next tasks, whether it is dispatching patrols or responding to incidents, while automatically letting their supervisors know about their progress, status, and location.

Supervisors can audit and generate reports on individual incidents, entire shifts, or team performance, with all activities logged in real-time, even off-site. Leadership has immediate access to key performance indicators (KPIs) and statistics through their mobile app, eliminating the need for manual data entry. This streamlined access supports more informed, strategic decission-making and drives continuous efficiency improvements across the department.

Operations Center is fully customizable to meet the unique needs of any organization. It scales effortlessly, supporting teams of all sizes and adapting to various workflows, processes, and reporting requirements while ensuring privacy by design.

Unveiled at GSX 2024, Operations Center i available globally as part of the Genetec Security Center SaaS Premium subscription, as well as a standalone solution compatible with Security Center 5.10 and later.

For more information about Genetec Operations Center, visit: www.genetec.com/product-releases/operations-center



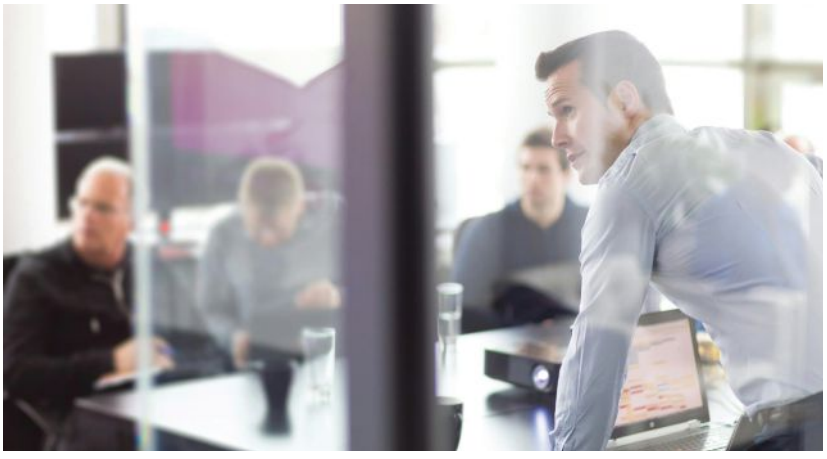
» **Genetec Operations Center**

Speco Technologies Launches Speco PhD Training Platform

» Speco Technologies introduced Speco PhD (Professional hands-on Development), a technical training and education platform designed to offer more educational resources and technical support to Speco partners.

Led by Director of National Training Daniel and National Sales Trainers Jim Pascale and Tim O'Brien, Speco PhD will offer tailored training sessions virtually, in-person and at major industry events/trade shows, across video, audio and access control, in order to ensure Speco partners stay current with the latest technology upgrades and product releases.

"Speco continually raises the bar for technology innovation," said Speco Technologies President Todd Keller. "Through Speco PhD, we will make sure each of our partners is able to participate in and reap the benefits of that work. Ultimately, our goal is to equip and empower our community to leverage the most advanced security technology available."



» **Speco launches Speco Phd**

By expanding accessibility to training materials, webinar content, technical guides and more, Speco PhD offers the Speco community a crucial training and education resource for partners at all stages. For end users, Speco PhD will represent a go-to platform to answer questions about product specifications and integrations. For distributors, Speco PhD will educate sales representatives on the ins and outs of Speco's product lines to amplify direct sales efforts.

People in the News

» IRVING, TEXAS — **Bart Bednar** has joined **ALCEA** as an ALWIN Sales Engineer for North America. With more than 26 years of engineering and integration experience, he is based in Irving, Texas, and reports directly to **Michael Woody**, the company's Technical Service and Customer Success Manager.

» **Bart Bednar, ALCEA**

ALCEA offers a wide range of critical infrastructure security solutions and access management systems as the internal systems integrator partner of ASSA ABLOY Global Solutions. In 2023, the company introduced ALWIN security management software to customers in the United States. The robust software platform combines ASSA ABLOY security locks, ABLOY PROTEC 2 padlocks and cylinders, and CLIQ access software with video management and intrusion detection to bring real-time visibility and access management to critical infrastructure customers.

Bednar served the last 11 years as a Field Application Manager at OPTEX America, a leading manufacturer of high-performance sensing technologies, which include indoor and outdoor high security applications. Throughout the U.S. and Canada, Bednar developed and certified integrators and OPTEX's six regional sales managers for a unique client base.

In his new position, Bednar is working with ALCEA sales personnel to promote and support the ALWIN and CLIQ access software systems.

"My goal is to help increase sales and introduce ALWIN to North America. I want it to be as successful here as it is in France," he remarked. ALWIN currently integrates or interfaces with over 100 leading technology manufacturers of access devices, readers and video systems. "ALWIN," he continued, "is a different type of technology, but in the same market I have experience with the last few years in the area of critical infrastructure."

To learn more about ALWIN solutions, contact Bart Bednar at 469-475-6766 or via email: bart.bednar@assaabloy.com.

» WASHINGTON DC — The **Door and Hardware Institute** (DHI) has named **Thomas Seidel** as the association's new Director of Technical Activities. Seidel is an experienced professional with over 30 years in the door, frame and hardware industry and holds several certifications including AHC, CDT, CSI and LSFDI.

Seidel most recently was a training manager with ASSA ABLOY Academy. He has been engaged in the openings industry for over 33 years, having spent the last 22 years with ASSA ABLOY affiliated companies. Seidel has explored multiple roles with the organization, including Training Specialist, Distribution Representative, Architectural Consultant and Specification Writer.

Seidel is an Architectural Hardware Consultant member of DHI, having served twice as President of the Allegheny Chapter. He is also a member of Construction Specifications Institute and Associated Locksmiths of America, as well as a Certified Fire Door Inspector.

As the Director of Technical Activities, Seidel will be responsible for assessing DHI's existing education program and developing plans that will enhance and expand it with revitalized offerings in the future. To learn more about DHI, visit www.dhi.org.

» **Speco Technologies** welcomes **Kon Pak** as Regional Sales Manager. Pak is an experienced sales professional with a diverse background in several industries, ranging from electrical engineering to retail. With a BBA in Marketing from Kennesaw State University and four years of sales experience under his belt, he will bring a wealth of experience in relationship building and problem solving to Speco's customers across Alabama, Georgia, Mississippi and Tennessee.

"For each of our regional sales teams, we make sure we hire employees that are as adaptable as they are knowledgeable," said **Todd Keller**, President and CEO of Speco Technologies. "Kon Pak represents the perfect middle ground between those two qualities: He's a quick learner, but he's also a genuinely enthusiastic and professional representative of the Speco team."

For more information, visit www.specotech.com

Configure by Wavelynx

Configure by Wavelynx is an access control mobile app designed to impact the way businesses approach security and badge reader management. With Configure, integrators and partners can simplify the installation, customization, and on-site updates of Wavelynx readers, all from their mobile device. Configure eliminates the need for a traditional configuration card and creates a seamless path to enabling wallet credentials.

Wavelynx's latest offering is centered on its intuitive toolset and user interface, allowing quick setup and real-time adjustments. Configure empowers users with on-demand updates and management capabilities, streamlining the entire configuration process from a single, handheld mobile device and interface.

More info: www.wavelynx.com
» *Request information: www.locksmithledger.com/55143183*

Salto IQ Mini

Salto introduces the IQ Mini Gateway, the smallest-ever BLUEnet Wireless peripheral, which is now available in an even smaller device. The compact IQ Mini is a powerful and versatile solution for a wide range of uses. It provides direct and secure connectivity to the Salto cloud ecosystem, adding online features, BLUEnet connectivity, and SVN interoperability with other Salto smart locking devices.

The IQ Mini's wall-plug design setup takes just minutes to install and configure. Its powerful technology easily creates the BLUEnet network, quickly communicating with the access control cloud for system management and maintenance via a secure connection over the local network.

More info: saltosystems.com/en-us/products/peripherals/
» *Request information: www.locksmithledger.com/55135338*

Harden Secure 15-Minute Door

Harden's 15-minute door is made to withstand forced entry attacks and provide protection against ballistic threats. This full-vision door features switchable privacy glass, granting you the power to manage visibility into your secure facility. Equipped with a mortise multi-point locking system, this door automatically locks upon closure and enables effortless single-motion egress. It also features Coraflon paint and stainless-steel cladding. A version of this door is being tested for ASTM F3038 certification.

More info: www.hardensecure.com
» *Request information: www.locksmithledger.com/55134386*

HID Signo Readers

The latest Signo models from HID include:

- **Signo Readers available in white**: Provide a very clean, minimalist, and modern look, offering architects, designers, and anyone looking to blend their access control readers into new environments with a bright and neutral aesthetic.
- **Signo Mechanical Keypad Readers**: Provide a high-performance, reliable option for harsh environments, ideal for use cases where cold and wet weather conditions require gloved hands or when users may have low visibility. They also provide an option when there is a preference or specification for a traditional mechanical device.
- **Signo Express**: Distills the essential capabilities from the Signo line to deliver a simplified and cost-effective solution for secure physical access control.

More info: www.hidglobal.com/product-mix/signo-readers
» *Request information: www.locksmithledger.com/55143152*

INOX Smart Deadbolt

The INOX Smart Deadbolt is designed for residential and commercial openings that benefit from ANSI Grade 1 function and reliability.

Communicating through Bluetooth and Wi-Fi, the Smart Deadbolt includes an integrated RFID reader and a keypad that offers three types of passcodes as well as a Touch-to-Lock feature. The Smart Deadbolt meets code compliance for ANSI/BHMA 156.12 and UL 10B/10C with an optional 3-hour fire rating. It offers advanced functionalities such as onsite or remote locking/unlocking, RFID or passcode credential management, User Identity and Access Management (IAM), and Door Position Monitoring and alerts. The Smart Deadbolt includes a privacy/passage toggle button for enhanced control over access management, which can also be set and scheduled in the INOX Smart App.

More info: www.inoxsmart.com

» *Request information: www.locksmithledger.com/55143148*

Medeco eCLIQ Spark Key

The Medeco eCLIQ Spark key is the first battery-free eCLIQ key that generates its own energy. It opens doors with self-generated energy solely from the key, making the cylinder and key completely self-powered. The energy required for the locking function and for checking access authorizations is generated by the key during insertion into the cylinder. Data is transferred between the eCLIQ locking cylinder and the Spark Key with the usual high level of protection against manipulation and sophisticated attacks of the CLIQ family locking system.

More info: www.medeco.com

» *Request information: www.locksmithledger.com/55143154*

Upgraded SECO-LARM Outdoor Keypad

SECO-LARM announces a significant upgrade to its SK-3133-PPQ ENFORCER Heavy-Duty Outdoor Access Control Keypad with Proximity Reader. The enhanced keypad now boasts Wiegand output compatibility (26, 34, 37 bits), offering increased integration flexibility with existing access control systems. Upgrades include:

- Effortless Integration: The new Wiegand output allows smooth communication with compatible access control panels, simplifying system setup and management.
- Unparalleled User Capacity: Accommodate a wide range of users with up to 1,000 user codes and/or proximity cards for output 1, and 100 each for outputs 2 and 3.
- Streamlined Visitor Management: Manage temporary access with 50 visitor codes programmable for one-time or limited-time use.

More info: www.seco-larm.com

» *Request information: www.locksmithledger.com/55143171*

Yale Code

Yale has introduced the Yale Code, an easy-to-use electronic keypad lock that operates without a smartphone app. Yale Code is a non-connected keypad lock. All functions, such as adding and removing entry codes, setting up Auto-Lock, and adjusting sound settings, occur directly on the lock and can be completed within seconds. The simplicity of Yale Code makes it ideal for those who want key-free home access but do not want a smart lock or prefer an app-free solution.

Yale Code is battery-operated, eliminating the need for wiring or wall outlets. Once installed, users can create up to 20 custom entry codes directly on the lock. It is sold direct and through Amazon.

More info: ShopYaleHome.com

» *Request information: www.locksmithledger.com/55139516*

» NOVEMBER

Nov. 6-8: IML 2024 Nevada Expo at the Orleans Hotel & Casino, Las Vegas. More info: www.imlss.com

Nov. 19-21: ISC East, Javits Center, New York City. More info: www.discoverisceast.com

» 2025 PREVIEW

April 1-4: ISC West 2025 at the Venetian Expo, Las Vegas. More info: www.discoveriscwest.com

April 6-12: Safetech 2025, Lexington, Kentucky. More info: www.savta.org

April 28-May 1: SHDA Industry Summit, Phoenix. More info: www.shda.org

May 15-18: IAAL Auto Lock Expo, Cedar Rapids, Iowa. More info: www.aloa.org/iaal/iaal-home.html

» ONGOING

Allegion Training: us.allegion.com/en/home/training.html

Alarm Lock and Marks USA Training: www.alarmlock.com/seminars and www.marksusa.com/seminars

Detex webinars: www.detex.com/upcomingtraining/

ASSA ABLOY Academy: www.assaabloyacademy.com/en/americas/

dormakaba training: www.dormakaba.com/us-en/support/training

Hager University: www.hagerco.com/resources/education/hager-university

Paxton Access: www.paxton-access.com/us/training/

SALTO Systems: https://saltosystems.com/en-us/events/

To submit your events, email epike@endeavorb2b.com.

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10 YEARS AGO

"Emerging Trends in Access Control" is an annual theme. In 2014, wireless technology and dual credential locks using biometrics were trending, along with implementation of electronic access control on secondary doors. Jerry Levine wrote about window and sliding door locks, looking at the **CAL** double-bolt lock, the **Major Manufacturing** Octopod and the **Adams Rite** 5017 wooden door deadlock. **ABUS** introduced a plug-and-play video surveillance kit that included a wireless outdoor camera, indoor monitor and an early smartphone app. Ray Zehrung, **Marry Hinge**, contributed an article on his company's power transfer products. A problem solver column, "Shhh…Quiet Is a Consideration for Healthcare Facilities," looked at low-noise door hardware. Gale Johnson helped restore a vintage Eagle pin tumbler lock on an antique church door. Levine also wrote about hospitals converting from mechanical locks to electromechanical locks, using employee identification badges as credentials. The ultimate goal was eliminating the need for medical personnel to carry keys. Tim O'Leary's article, "Meeting Codes and Safeguarding Patients in a Healthcare Facility" looked at the trend of replacing mechanical door locks with electronic locks. In his article "Selling Home Security," Johnson warned of the security risks of common keyways that could be duplicated in kiosks and Big Box stores.

20 YEARS AGO

"Stepping Up to King Cobra" described this early standalone electronic lock as "the next step towards migrating up the security pyramid from a Level 1 patented mechanical key foundation to Level 2 electronic access control." Another November 2004 article was "Finding Profits in Replacement Keyless Remotes," still a valid business plan, though the products have certainly advanced. An article on security hardware to keep vandals out looked at hardened collars, drill resistance, latch and cylinder guards and reinforced strike plates. Jerry Levine's article, "What Is a Forensic Locksmith?" detailed opportunities for locksmiths to testify in court proceedings as subject matter experts. ALOA held its 2004 conference in Baltimore and our November issue contained lots of show photos.

Tools of the Trade from 1940

The 1940 locksmith's toolbox included far more than a file, chisel, hammer and screwdriver. Even then, there were some ingenious tools made to simplify many of the jobs done by locksmiths. One recurring theme concerning locksmiths' tools in the 1940s was that they were primarily mechanically-based.

During the 1930s the H. Hoffman Company was both a distributor and a manufacturer of locksmith tools and supplies. One interesting tool was a lock decoder for Chrysler. Judging from the dates listed on the decoder, it was probably made in 1939 or 1940 just about the time when the first Locksmith Ledger was printed. Chrysler continued using the same lock designs from 1937 to 1948.

HOFFMAN DECODER: The Hoffman decoder held a standard brass auto key in a special jaw. The top shoulder of the blank was trimmed away to allow a spring-actuated probe to fit along the blank. The probe was attached to a large dial indicator. As the blank was inserted into the car lock, the probe would hit the normal shoulder stop of the lock and the dial indicator would show which pin the tip of the key was touching.

The idea was to move the key blade near each pin and then turn the tool slightly so the pin tumbler would not be able to easily enter the top pin chamber. The tip of the key blank was then pressed against the tumbler. The tumbler was forced outward until it touched the cylinder wall. The dial indicator would then show a reading of the pin length and that tumbler space was decoded. After decoding all five spaces, an operating key could be quickly made without lock disassembly.

GM 6-CUT KEY CUTTER: Another automotive tool of note was a neat GM 6-cut key cutter. All you needed to cut keys was this tool, some key blanks and a medium-sized hammer.

GM used one single-sided key blade shape from 1935 to 1966. There were six spaces and four depths. Briggs and Stratton lettered the tumblers C/N/B/Y. "C" was the highest cut and "Y" was the deepest cut. Original tumblers were color-coded: C=copper, N=nickel, B=black and Y=yellow (brass).

Key codes were stamped somewhere on every GM auto lock cylinder. Locksmiths could easily find the four-digit 8000-9499 code stamped on the lock or pawl and determine the key cuts from a code book.

Read the full article at ***www.locksmithledger.com/10290269***.

The Back Page and You!

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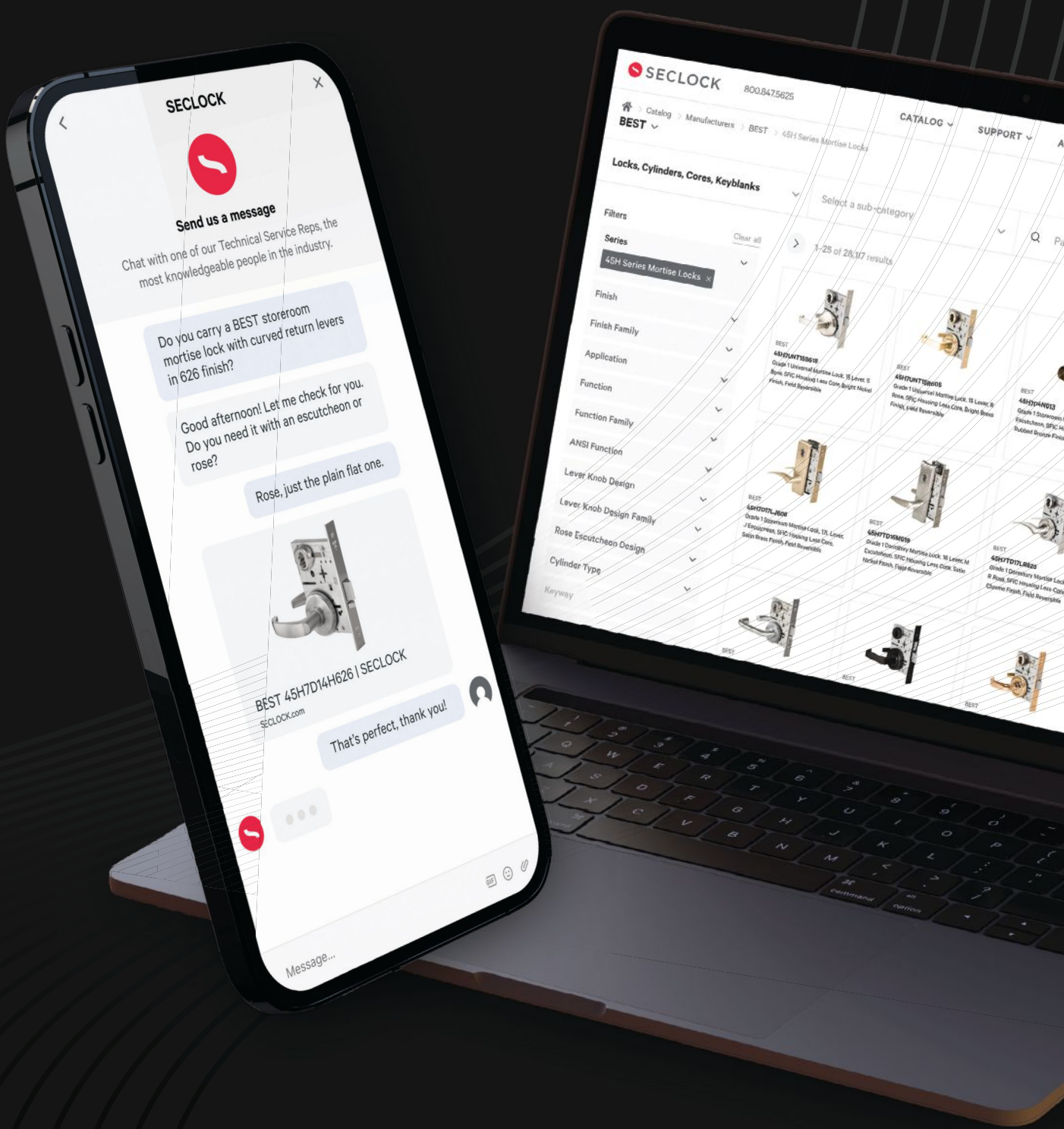

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